



# **TF Deed Relocation Assistance Guide**

**September 2019**

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Organization Army Community Service (ACS) Relocation Assistance  
/Service

Point of Contact Relocation Assistance Program Manager

Director Army Community Service

Phone 309-782-0816 CIV

793-0828 DSN

Fax 309-782-0395 CIV

793-0395 DSN

E-mail usarmy.ria.imcom-central.mbx.usag-acs@mail.mil

Office Location Bldg. 110, 1st Floor, South East Wing

Office Hours M, T, TH, F 0730-1600; Wednesday 1200-1600

Eligibility Total Military

Elements and function of relocation assistance provided:

*ACS Relocation Assistance Program (RAP) will offer comprehensive relocation supportive services. The relocation process will be different for everyone based on the needs of the relocating individuals. The following is a base line of the process, but unique circumstances may occur that dictate additional efforts.*

ACS RAP coordinates with military personnel division to receive the installation gains and loss roster. RAP will use global enterprise email search to reach out to all gains and losses via email. Gains contacts will include an ACS welcome, local relocation research resources, an installation map, lending closet inventory and a newcomer's orientation flyer. The gains will also be offered pre-arrival relocation counseling to assist them with making an informed decision on where to live. This offered as a supplemental service to sponsorship to ensure no gaps in needed service are present during the relocation process. Loss contacts will be made individually to overseas losses to coordinate a county specific briefing. All other loss contacts will be made via the face to face installation Levy Brief where RAP briefs the ACS relocation specific resources available.

RAP relocation counseling includes a needs assessment to determine what specified information and resources should be provided. Information and referrals will be made based on family dynamic, geographic location, circumstantial needs, and additional items of interest. RAP will follow up with gains as needed through resolution of issues and upon 30, 60, 90 day touch points to query on needs and process effectiveness. All in processing service members are signed up for newcomer orientation. The sign up list, confirmation list and attendance rosters are provided to command groups and supervisors per request for attendance compliance tracking. All out-processing counseling's focus on connection to gaining information and services as well as families circumstantial needs. During these sessions RAP will query the clientele on issues they may have experienced and offer advocacy where applicable. RAP will stock and maintain a lending closet inventory of items that are needed for the transient population and ensure the inventory is published and disseminated.

RAP coordinates with tenant organizations that are not served by the local MPD to support their relocating population.

ACS Assets that are utilized for referral support during relocation counseling.

*Army Emergency Relief (AER):* Active duty and retired military members may apply for interest free loans and in some cases, grants, to assist with emergency financial needs. Examples of needs are: food, rent, utilities, vehicle repair, funeral expenses and medical/dental. Contact ACS at 309-782-0829.

*Consumer Affairs and Financial Assistance Program (CAFAP):* CAFAP provides a wide range of information. Listed here are just a few of the topics: credit debt reduction; investing programs; insurances; tax planning; retirement and estate planning; plus consumer complaints and education. Software programs for calculating debt payoffs or investment growth are available. Access is provided to the Internet and key web sites.

*Army Family Action Plan (AFAP):* AFAP is a mechanism for Soldiers, civilian employees, National Guard, Army Reserve, retirees and their family members to let Army leadership know what works, what doesn't work and what they think will fix it. AFAP is dedicated to improving the quality of life for military personnel and Department of Army civilian employees. A local AFAP conference is held yearly in the first quarter of the fiscal year. Issues that can be completed at the installation level are worked through the local AFAP process. Issues that require the attention of higher headquarters are sent to DA levels for resolution. For additional information contact ACS at 309-782-0829.

*Army Family Team Building (AFTB):* AFTB is a volunteer-led organization with a central tenet: provide training and knowledge to spouses and family members to support the total Army effort. Strong families are the pillar of support behind strong Soldiers. It is the mission of AFTB to educate and train all of the Army in knowledge, skills, and behaviors designed to prepare our Army families to move successfully into the future. AFTB contributes to the Army mission by educating and training the Army family to be self-sufficient leaders within their communities. For additional information contact ACS at 309-782-0829.

*Family Advocacy Program (FAP):* Provides family support and prevention activities including: video and book lending library; trainings; workshops; resources; and information and referral. Classes may include marriage enrichment, elder care, divorce, and discipline. The Family Advocacy Program Manager is the reporting point of contact in family abuse cases. Contact FAP Manager at (309)-782-3049.

*Discovery Time Play Group:* The parent-child play group meets every Thursday. Provides an opportunity for parents to share the experience of play and planned activities with your child/children. The playgroup offers you the opportunity to meet other parents in the community with children of the same age. For further information contact the FAP Manager at (309) 782-3049.

*Military Fatherhood Program:* Monthly evening activity that offers an opportunity to meet and have fun with military dads and kids. The program provides information and support in developing the special relationship between dads and kids. Open to Active Duty Military, National Guard and Reserves Fathers and (Single Service Member Mothers are eligible as well). All activities are held on the third Thursday of the month unless otherwise announced.

*Exceptional Family Member Program (EFMP):* Provides information on local programs and resources for those enrolled in the EFMP. Enrollment is limited to those military family members with special learning, emotional, and/or physical needs. For more information contact EFMP Manager at (309)-782-4736.

*Survivor Outreach Services (SOS)*: Utilizes a holistic and multi-agency approach to deliver services to Families of the Fallen. SOS provides a Support Coordinator and a Financial Counselor to assist Family Members. For assistance call ACS at (309) 782-0829.

Organization Army Community Service (ACS) Exceptional Family Member Assistance /Service

Point of Contact Exceptional Family Member Program Manager

Director Army Community Service

Phone 309-782-4736 CIV

793-0828 DSN

Fax 309-782-0395 CIV

793-0395 DSN

E-mail usarmy.ria.imcom-central.mbx.usag-acs@mail.mil

Office Location Bldg. 110, 1st Floor, South East Wing

Office Hours Monday - Friday 0700-1630

Elements and function of relocation assistance provided:

**In-Processing:** Upon arrival at the Rock island Arsenal (RIA), service members enrolled in the EFMP are encouraged to contact the ACS EFMP Coordinator to schedule a face-to-face briefing. This face to face briefing provides the opportunity to identify individual needs of the Exceptional Family Member (EFM), provide the SM the opportunity to ask specific questions and learn about community programs and resources for their EFM. RIA has is a unique installation located between two states thus eligibility to state and local community programs and services vary widely dependent on which state you live in. Meeting with the EFMP Coordinator will help guide the SM to resources specific to their EFM, discuss eligibility for Federal, state and local programs, learn how to access the MEDDAC EFMP support for enrollment updates and Family Member Travel Screening, as well as newly updated EFMP Resources, EFMP Stabilization requirements, etc. The ACS/EFMP Office has an open door policy and the staff will do their very best to assist the service member and their family members, "Please do not hesitate to call us."

**Out-processing:** Upon assignment notification and if traveling with dependents, service members are encouraged to contact the EFMP Coordinator at Army Community Service to complete a PCS needs assessment. This will help identify any advance individualized coordination required and provide a smooth transition to the gaining installation for your Exceptional Family Member.

**Family Member Travel Screening (FMTS)** – If on assignment for OCONUS and Command Sponsorships is requested, FMTS must be completed. The new FMTS process requires, medical, dental, and educational screening for all dependents 0-21 year of age. The process will take an average of 8 weeks to complete. To initiate your FMTS process, contact the Garrison Military Personnel Office at 309-782-1526. You will be referred to the regional MEDDAC Family member Travel Screening Office to begin the FMTS interview. EFMP will offer information on the process.

Organization                      Army Lodging  
/Service

There is no temporary lodging available on Rock Island Arsenal.

Point of Contact Rock Island Arsenal Housing Office

Phone                                309-782-2376 CIV

793-2376 DSN

Fax                                    309-782-0133 CIV

793-0133 DSN

E-mail                                Not available

Office Location                    Bldg. 102 Basement Southwest Wing

Office Hours                        Monday – Friday 0700-1600

Elements and function of relocation assistance provided:

*ACS provides a list of "Where to Stay" established on the Quad Cities visitors bureau website that includes a comprehensive list of hotels with extensive information on their individual accommodations in the quad city commuting area.*

According to Memorandum dated August 2009, a Statement of Non-Availability is no longer required for Rock Island Arsenal.

SUBJECT: WORLDWIDE LISTING OF ARMY INSTALLATIONS W/O OFFICIAL TRAVEL  
GOVERNMENT QUARTERS AND/OR DINING FACILITIES AS OF AUGUST 2009

A. JOINT FEDERAL TRAVEL REGULATIONS (JFTR), CHAPTER 1, PARS. U1045, U4400 AND GLOSSARY.

B. JOINT TRAVEL REGULATIONS (JTR), CHAPTER 1, PAR. C1055.

1. THIS AUGUST 2009 MSG PROVIDES POLICY GUIDANCE AND INFORMATION REGARDING INSTALLATIONS W/O ADEQUATE OFFICIAL TRAVEL GOVERNMENT QUARTERS AND/OR DINING FACILITIES. THIS IS A FMWRC, IMCOM, G-1, G-3/5/7, G-4, DFAS COORDINATED MSG. IT APPLIES TO SERVICE MEMBERS TRAVELING ON OFFICIAL TRAVEL ORDERS/AUTHORIZATIONS (I.E., PER DIEM). IT DOES NOT APPLY TO SERVICE MEMBERS PARTICIPATING IN FIELD TRAINING EXERCISES OR ON GROUP ANNUAL TRAINING ORDERS. SERVICE MEMBERS IN THESE CATEGORIES WILL BE ASSIGNED QUARTERS, IF AVAILABLE, REGARDLESS OF ADEQUACY. THIS MSG DOES NOT APPLY TO SERVICE MEMBERS ATTENDING ARMY SERVICE SCHOOLS. AVAILABILITY OF QUARTERS AND DINING FOR SERVICE MEMBERS ATTENDING SCHOOLS IS DETERMINED BY G-3/5/7, HQDA IAW WITH OACSIM, FMWRC, IMCOM AND THE HOST INSTALLATION. ORDER-AUTHORIZING OFFICIALS SHOULD CHECK INSTALLATION WEBSITES AND HQDA, DCS 3/5/7 WEBSITE AT [HTTPS://WWW.G357EXTRANET.ARMY.PENTAGON.MIL/AKO/MTSS](https://www.g357extranet.army.pentagon.mil/ako/mtss) REGARDING QUARTERS AND DINING AVAILABILITY FOR PERSONNEL ATTENDING ARMY SERVICE SCHOOLS. THIS MESSAGE

DOES NOT APPLY TO SERVICE MEMBERS DEPLOYED/MOBILIZED TO THE INSTALLATIONS IN SUPPORT OF CONTINGENCY OPERATIONS. DEPLOYED/MOBILIZED SERVICE MEMBERS MUST CONSULT THE PERSONNEL POLICY GUIDANCE (PPG) TO DETERMINE THE REQUIREMENTS FOR STATEMENTS OF NONAVAILABILITY (SNA). THE PPG IS FOUND AT THE FOLLOWING LINK: [HTTP://WWW.ARMYG1.ARMY.MIL/MILITARYPERSONNEL/PPG.ASP](http://www.armyg1.army.mil/militarypersonnel/ppg.asp).

2. ORDER-AUTHORIZING OFFICIALS WILL CITE THIS MSG AS AUTHORIZATION TO REIMBURSE OFFICIAL TRAVELERS UP TO THE LOCALITY LODGING PER DIEM RATE FOR TRAVEL TO INSTALLATIONS W/O OFFICIAL TRAVEL GOVERNMENT QUARTERS. THERE IS NO REQUIREMENT FOR INSTALLATIONS TO ISSUE CONTROL NUMBERS OR DOCUMENTATION WHEN OFFICIAL GOVERNMENT TRAVEL QUARTERS ARE LISTED ON THIS DOCUMENT AS NOT AVAILABLE. THIS MSG IS USED TO VERIFY NONAVAILABILITY OF OFFICIAL TRAVEL GOVERNMENT QUARTERS. PERSONNEL MAY CITE THIS MSG IN THE REMARKS SECTION (BLK 26) ON DD FORM 1351-2 (TRAVEL VOUCHER IN LIEU OF CITING IT ON THE ACTUAL TRAVEL ORDER FOR PURPOSES OF APPROPRIATE REIMBURSEMENT.

3. INSTALLATIONS NOT MENTIONED IN THIS MESSAGE HAVE BOTH DINING AND OFFICIAL TRAVEL GOVERNMENT QUARTERS. SERVICE MEMBERS ARE RESPONSIBLE FOR ENSURING APPROPRIATE USE OF OFFICIAL GOVERNMENT QUARTERS. IN ACCORDANCE WITH THE JFTR, UNIFORMED TRAVELERS MUST OBTAIN A NONAVAILABILITY CONTROL NUMBER TO BE REIMBURSED UP TO THE LOCALITY PER DIEM RATE FOR LODGING.

4. ORDER-ISSUING OFFICIALS MAY USE THIS MSG TO HELP DETERMINE APPROPRIATE MEAL RATE FOR SERVICE MEMBERS. CIVILIANS MAY NOT BE DIRECTED INTO THE GOVERNMENT MEAL RATE. THE GOVERNMENT MEAL RATE MAY ONLY BE DIRECTED WHEN THE SERVICE MEMBER RESIDES IN OFFICIAL GOVERNMENT QUARTERS AT THE TDY ORDERED INSTALLATION. IF NO MEAL RATE IS DIRECTED IN THE ORDERS, THE LOCALITY MEAL RATE IS REIMBURSED AS THE DEFAULT. THERE IS NO REQUIREMENT FOR INSTALLATIONS TO ISSUE CONTROL NUMBERS OR DOCUMENTATION FOR NONAVAILABILITY OF GOVERNMENT MEALS. PERSONNEL MAY CITE THIS MSG IN THE REMARKS SECTION (BLK 26) ON DD FORM 1351-2 (TRAVEL VOUCHER) IN LIEU OF CITING IT ON THE ACTUAL TRAVEL ORDER.

5. INSTALLATIONS MARKED WITH "\*\*\*\*" - ALTHOUGH THESE INSTALLATIONS HAVE NO OFFICIAL TRAVEL LODGING, THEY DO HAVE UNOFFICIAL LODGING OR PRIVATELY OWNED LODGING ON POST THAT MAY BE OCCUPIED BY OFFICIAL TRAVELERS IF SPACE IS AVAILABLE.

6. NO QUARTERS AND NO DINING. THE FOLLOWING INSTALLATIONS AND U.S. ARMY RESERVE/NATIONAL GUARD ENCLAVES DO NOT HAVE ADEQUATE OFFICIAL TRAVEL GOVERNMENT QUARTERS OR DINING FACILITIES. NONAVAILABILITY CONTROL NUMBERS ARE NOT REQUIRED FOR THESE LOCATIONS.

ALABAMA AAP, AL  
ANNISTON AD, AL  
BADGER AAP, WI  
CAMP NAVAJO, AZ  
CHARLES MELVIN PRICE SUPPORT CENTER, IL  
CORNHUSKER AP, NE  
CRANE AAP, IN  
DEVENS RFTA, MA  
ETHAN ALLEN FR, VT

FT A.P. HILL, VA\*\*  
FT DETRICK, MD  
FT LEAVENWORTH, KS\*\*  
FT RUCKER, AL\*\*  
FT SHAFTER, HI\*\*  
FT TOTTEN, NY  
FT WINGATE DA, NM  
HARRY DIAMOND LABS, MD  
HAWTHORNE AAP, NV  
HAYS AAP, PA  
HOLSTON AAP, TN  
INDIANA AAP, IN  
IOWA AAP, IA  
JEFFERSON PG, IN  
JOLIET AAP, IL  
KANSAS AAP, KS  
KEWEENAW RC, MI  
LAKE CITY AAP, MO  
LEXINGTON - BLUEGRASS AD, KY  
LIMA ARMY TANK CENTER, OH  
LONE STAR AAP, TX  
LONGHORN AAP, TX  
LOUISIANA AAP, LA  
MCALESTER AAP, OK  
MILAN AAP, TN  
MILITARY OCEAN TERMINAL - SUNNYPOINT, NC  
MISSISSIPPI AAP, MS  
NEWPORT AAP, IN  
PHOSPHATE DEVELOPMENT WORKS, AL  
PICATINNY ARSENAL, NJ  
PINE BLUFF ARSENAL, AR\*\*  
POHAKULA TRAINING CENTER, HI  
PONTIAC STORAGE FACILITY, MI  
PRESIDIO OF SAN FRANCISCO, CA  
PUEBLO AD, CO\*\* RADFORD AAP, VA  
RAVENNA AAP, OH  
RED RIVER ARMY DEPOT, TX  
RIVERBANK AAP, CA  
ROCK ISLAND ARSENAL, IL  
ROCKY MOUNTAIN ARSENAL, CO  
SAGINAW AIRCRAFT PLANT, TX  
SAVANNA AD, IL  
SCRANTON AAP, PA  
SENECA AD, NY  
SIERRA ARMY DEPOT, CA\*\*  
STRATFORD ARMY ENGINEER PLANT, CT  
SUNFLOWER AAP, KS  
TANK AUTOMOTIVE AND ARMAMENT COMMAND, MI  
TARHEEL AMP, NC  
TOBYHANNA AD, PA TOOELE AD, UT\*\*  
TRIPLER ARMY MEDICAL CENTER, HI\*\*  
TWIN CITIES AAP, MN  
UMATILLA AD, OR  
VOLUNTEER AAP, TN  
WATERVLIET ARSENAL, NY

YUMA PROVING GROUNDS, AZ\*\*  
RAF HYTHE, ENG  
AMBERG, DEU  
DEXHEIM, DEU  
GARMISCH, DEU  
HOHERBORGEN, DEU  
OBER RAMSTADT AS ACTIVITY, DEU  
PIRMASENS, DEU  
RHQ AFNORTH, NLD  
RHEINDALEN, DEU  
WORMS, DEU  
GENERAL SUPPORT CENTER, LUX  
254TH BSB, SCHINNEN, NLD  
HARDY BARRACKS, JPN\*\*  
KURE, JPN\*\*

CAMP HIALEAH, KOR

PUSAN SUPPORT FACILITY, KOR10. INSTALLATIONS WILL NOTIFY FMWRC (THROUGH APPROPRIATE REGION/IIMCOM) OF ANY CHANGES IN THE AVAILABILITY OF OFFICAL TRAVEL GOVERNMENT QUARTERS OR DINING FACILITIES. ALL CHANGES TO THIS MSG WILL BE DISSEMINATED BY FMWRC.

11. POINTS OF CONTACT FOR THIS ACTION ARE: LTC GALLMAN (ENTITLEMENTS), G-1, DSN 222-6819, COM (703) 692-6819; SHEILA MELTON (DFAS/FINANCE INQUIRIES), DFAS, DSN 699-5372/6094, COM (317) 510-5372 (FINANCE INQUIRIES). LIANE MEURET (ARMY LODGING AND LSP), FMWRC-HP, DSN 761-7716, COM (703) 681-7716; WILLIAM KING (DFAC), ARMY G-4, DSN 224-0875, COM (703) 614-0875, AND MARY ELLEN MCCRILLIS, G/3/5/7, COM (703) 614-9706.

12. THIS MESSAGE SUPERSEDES ALL PREVIOUS MESSAGES ON THIS SUBJECT. THIS INFORMATION, AS WELL AS UPDATED LSP LOCATIONS, WILL BE POSTED ON THE OFFICIAL MWR WEBSITE AT [WWW.ARMYMWR.COM/TRAVEL/LODGING/](http://WWW.ARMYMWR.COM/TRAVEL/LODGING/) AND [WWW.LODGINGSUCCESS.COM](http://WWW.LODGINGSUCCESS.COM).

13. Expiration date for this message cannot be determined.

Organization /Service	Family Housing Office
Point of Contact	Rock Island Arsenal Housing Office
Phone	309-782-2376 CIV 793-2376 DSN
Fax	309-782-0133 793-0133 DSN
E-mail	usarmy.ria.imcom-central.mbx.family-housing@mail.mil
Office Location	Building 102, Basement, SW Wing
Office Hours	Monday – Friday, 0700-1600
Mailing Address	Rock Island Integrated Services Building 102 (B), RIIS-HG (Housing) Rock Island Arsenal Rock Island, IL 61299

Elements and function of relocation assistance provided:

*Government Housing*

Rock Island Arsenal has available housing for military personnel and their families. The summer of 2018, seventy one newly constructed homes were completed. Contact the RIA Housing Office for information regarding on-post at 309-782-2376 or 309-782-0603.

*Single Service Member Housing*

Rock Island Arsenal does not have Single Service Member Barracks. Contact the housing office for list of approved local apartment complexes that have been inspected. For additional approved rentals, go to the website [www.Homes.mil](http://www.Homes.mil).

*Non-government Housing*

The RIA Housing Office utilizes [www.Homes.mil](http://www.Homes.mil) for listing available housing that has been inspected by the Family Housing Office. All homes on this website are in safe neighborhoods and have been inspected for safety and cleanliness. If requested the Housing Office will provide Service Member with a list of rentals with corresponding maps and give Service Member information regarding communities in which rentals are located. It is strongly encouraged to include the Military Termination Clause into the lease or rental agreement. Family Housing or the Rock Island Arsenal Legal Office can provide a sample of the Military Termination Clause.

*Exceptional Family Member Housing*

There are thirteen adaptable ADA homes for incoming families with special needs.

Temporary Lodging Facility

The Rock Island Arsenal does not have temporary lodging on post.

BAH Rates for current BAH rates, visit the following website

<http://www.defensetravel.dod.mil/site/bah.cfm>. The location is Rock Island Arsenal Rock Island, IL 61299.

Organization: Child and Youth Services (CYS) Programs  
/Service

Point of Contact Dave Vanderheyden

Phone 309-782-0791 CIV

793-0791 DSN

Fax 309-782-0837

Office Location Bldg. 110, 1<sup>st</sup> Floor, NW

Office Hours Monday-Friday 0700-1600

Elements and function of relocation assistance provided:

*General Information:* The Department of Defense (DOD) and the Military Services take great pride in the variety and quality of services provided to children and youth on installations worldwide. While the services provided depend on the size of the location, the standards and quality of services are consistent and meet established regulations. The network has hundreds of locations worldwide serving over 1.3 million children.

Rock Island Arsenal's School Liaison Officer (SLO) provides school transition support, homeschooling, and post-secondary support to military families. The relocation process will be different based on the needs of the family. The following is a base line of the process, but unique circumstances may occur that dictate additional efforts.

CYS SLO coordinates with military personnel division to receive the installation gains and loss roster. The SLO will use global enterprise email to search and reach out to all gains and losses via email. Gains contacts will receive school transition information, local school information, youth sponsorship information, and information on local family activities. The gains will also receive pre-arrival school opportunities information to assist them with making an informed decision on the school which will best meet the individual needs of their children and youth, homeschooling information, and/or post-secondary information as appropriate. Loss contacts will be provided with contact information for the SLO at the gaining installation.

SLO transition services will include a needs assessment to determine what specific information and resources should be provided. If requested SLO can coordinate with local school districts to arrange and accompany families on school tours of selected districts to give students the opportunity to choose the school which best fits their needs based on firsthand knowledge.

SLO supports the Partnership In Education Program, the Teen Resilience Program, and the Youth Sponsorship Program to assist with school transitions for military children and youth. Partnership In Education initiatives provide connectivity between the local school districts and the local military community. The Teen Resilience Program provides monthly teen activities to assist youth with meeting and connecting with other local youth and teaches resilience skills through fun activities. The SLO supports the Youth Sponsorship program to ensure incoming youth are paired with a student ambassador to ease the transition.

*Child Development Centers (CDC):* Rock Island Arsenal's child care centers provide services for children 6 weeks to 5 years. There are three CDCs on base. For more information call 309-782-0791.

*Family Childcare:* With Family childcare, children receive their care in the private home of a certified provider living in government-owned or leased housing or in state-licensed homes in the community. Family child care provides accommodating child care arrangements, including night, weekend, and flexible hourly care for shift work.

Family childcare programs offer comparable care to a CDC. Providers must be certified by the DOD, and some seek additional accreditation from the National Association of Family Child Care (NAFCC). Regulations limit the number of children that may be cared for at one time: no more than six children under age 8, and no more than two children under 2 years old.

*School-age Care (SAC):* DoD School-Age Care (SAC) programs are offered for children, Kindergarten to 7<sup>th</sup> grade before and/or after school, during holidays, and summer vacations. Emphasis is placed on SAC programs which meet community needs, reinforce family values, and promote the cognitive, social, emotional, and physical development of children. SAC may be provided in DOD Youth Centers, Child Development Centers or other suitable facilities. Accreditation of DoD SAC programs is a requirement. Accreditation sets the professional standards for after school programs and helps families identify high-quality programs.

*Waiting List:* Due to a high demand for care, Service Members may be placed on a wait list. Service Member position on the wait list depends on many factors that are at the discretion of the installation and may include Service Member spouse's military status, the date Service Member apply, and Service Member employment. If these factors change while Service Member are on the wait list, Service Member position will be changed accordingly, so it is important that Service Member keep Service Member information up-to-date.

Child care is not an entitlement, and fees are income-based. Fees throughout the child development system of care fall into fee ranges set by DOD.

To apply for child care space, you will need to create an account on [MilitaryChildCare.com](http://MilitaryChildCare.com) that will contain information about your family and the type of care you are requesting.

*Youth Programs:* The Department of Defense has a long history of providing positive Youth programs that focus on alternative activities for Youth during out-of-school hours. Today, DOD continues to be committed to Youth by providing consistent guidance and stable and dynamic programs in more than 350 Youth programs worldwide. DOD promotes positive Youth development by designing programs to recognize the achievements of Youth and by developing partnerships with other Youth-serving organizations like the Boys & Girls Clubs of America and 4-H that offer a variety of resources. Programs for teens and pre-teens vary from one base to another, but are governed by a consistent DOD instruction. Programs prepare Young people to meet the challenges of adolescence and adulthood through a coordinated, progressive series of activities and experiences that help them become socially, emotionally, physically and cognitively competent. Programs usually include physical fitness and sports, arts and recreation, training in leadership, life skills and career/volunteer opportunities, mentoring, intervention and support services.

*Child Development Center (CDC):* The Child Development Centers at Rock Island Arsenal are certified by the Department of Defense (DOD) and accredited by the National Association for the Education of Young Children (NAEYC). There is currently a waiting list. Military who are in need of child care services are encouraged to create an account on [MilitaryChildCare.com](http://MilitaryChildCare.com) as soon as orders are obtained to be placed on the waiting list.

*Eligibility:* Active Duty Military, DOD Civilians and some DOD Contractors are eligible to use the services.

*Hours of Operation:* The Child Development Centers are open Monday through Friday, 6:00 am until 5:15 pm. and closed all Federal Holidays.

*Programs Offered:* The programs offered include full-day, and hourly for children ages 6 weeks-5 years of age.

*Costs:* Fees for programs are based on DOD guidance and are on a sliding fee scale based on total family income. Priority goes to Military personnel and spouse status by date of application for services.

*Family Child Care (FCC):* The Family Child Care program provides quality child care in a warm, family-like home setting. This program serves children between the ages of 4 weeks and 12 years of age. Family Child Care Homes are located in Iowa and Illinois. The programs are certified by the Department of Defense. Programs offered include full-day, part-day, hourly, and before and after school care for children ages 4 weeks-12 years. Active Duty Military, DOD Civilians and DOD Contractors are eligible to use the services.

FCC Providers are independent contractors and not employees of the Government. Providers determine their operating hours based on the child care need. Fees for programs are based on DOD guidance and are on a sliding fee scale based on total family income.

FCC providers are required to participate in an extensive training program, which includes training in the following categories:

Medication and Communicable Diseases

CPR/First Aid

Child Abuse, Safety

Parent Public Relations

Child Guidance

FCC Business practices

Nutrition

Menu Planning

Sanitation

Special Needs

*School Age Center/Youth Center:* School Age Center/Youth Center programs at Rock Island Arsenal are certified by the Department of Defense and accredited by the Council on Accreditation (COA).

Children, 6-18 years of age, of active Duty Military, DOD Civilians and DOD Contractors are eligible to use the services. Fees for programs are based on DOD guidance and are on a sliding fee scale based on total family income.

All Youth programs are handled by CYS. Visit the [CYS website](#) for more information.

*Some of the programs offered through our School Age Center/ Youth Center include:*

Open Recreation -- Open Recreation is offered 4 hours a month, during the school year, to any registered participant from 3:15 until 6:00 pm, except for when we are closed for Federal Holidays. We also offer Open Rec one Saturday a month during the school-year. Please check the monthly calendar for date and time each month. During Open Rec, participants have the opportunity to participate in a variety of activities.

Before and After-School Program -- Offered Monday through Friday during the school year, except on Federal Holidays. This program is open to all eligible patrons, who are currently enrolled in Kindergarten thru 12th grade. These programs offer homework assistance, a computer lab, and an opportunity for participants to participate in various games, crafts and other activities. As National affiliates of 4-H and Boys and Girls Club of America, we incorporate many of their activities into our daily programming. Operating hours are from 6- 7:30 a.m. for before school program and 3:15 to 6:00 p.m. for the after school program.

School-Out Program -- Available during planned school closures of the nine major public school districts. These full day programs are for participants enrolled in Kindergarten through 7th grade. Breakfast, lunch and an afternoon snack are provided on these days. There are planned morning and afternoon activities, as well as the opportunity for participants to choose their own activity ranging from simple crafts to computer games.

Evening programs -- Offered for specific age groups. These programs are planned by the participants on a monthly basis. They offer participants an opportunity to interact with others in their age group while participating in a variety of activities. Activities can range from craft projects, computer time or eating contests, to dance night, going out to eat or to a local attraction. Please check the monthly calendar for dates and times of the following programs.

Kids Club -- This program is offered to participants who are Kindergarten through 5<sup>th</sup> grade.

Torch Club --This program is designed for student's 6<sup>th</sup> -8<sup>th</sup> grade.

Keystone Club -- For participants 9<sup>th</sup> grade through seniors in High School.

Summer Day Camp -- A 10-week program that operates in the summer months for participants who have completed Kindergarten through 7<sup>th</sup> grade. Activities include, but are not limited to, swimming, bowling, skating, field trips, crafts, 4-H activities, and computers. The hours of operation for this program are 5:45 am-5: 15 pm, Monday through Friday, except for Federal Holidays and/or any period of installation shutdown or early dismissal approved by the Garrison Manager.

#### *Youth Sponsorship Program*

Rock Island Arsenal has trained Youth Sponsors to assist incoming Youth. This program is designed for school-aged Youth. Sponsors are assigned by age/grade, gender and interests. Contact Child and Youth Services at 309-782-6515 or DSN 793-6515 or Army Community Service at 309-782-0816 or DSN793-0816for further information on Youth Sponsorship.

#### *Youth Sponsorship Council*

Rock Island Arsenal has a Youth Sponsorship Council to support military teens transitioning into the area. This program is designed to assist teens in fostering and maintaining a connection with other military and civilian youth affiliated with Rock Island Arsenal. Contact Child and Youth Services at 309-782-1651 or 309-782-6515 or DSN 793-6515 for further information on the Youth Sponsorship Council.

Organization: Civilian Personnel Advisory Center (CPAC)

/Service

Point of Contact: Ragina Smith

Phone: 309-782-1305

DSN 793-1305

E-Mail: [ragina.l.smith.civ@mail.mil](mailto:ragina.l.smith.civ@mail.mil)

Office Location: Building 104, 1<sup>st</sup> Floor, SW Wing

Elements and function of relocation assistance provided:

*In-Processing* – If requested, CPAC will provide sponsors for Department of Army Civilian (DAC) employees new to the Rock Island Arsenal CPAC

*Priority Placement Program (PPP)* – Active Duty Military Spouses may be eligible to register in the Priority Placement Program upon arrival to the Rock Island Arsenal or prior to a PCS move from the Rock Island Arsenal. For eligibility and registration information contact Ragina Smith 309-782-1305, [ragina.l.smith.civ@mail.mil](mailto:ragina.l.smith.civ@mail.mil)

*Military Spouse Hiring Authority* – Executive Order 13473, dated September 28, 2008, authorized the noncompetitive appointment of certain military spouses to competitive service positions. The U.S. Office of Personnel Management (OPM) website below provides questions and answers that are intended to provide clarification on the use of this authority:

<http://www.opm.gov/policy-data-oversight/hiring-authorities/veterans-authorities/#url=Appointment-of-Military-Spouses>

Organization: Rock Island Arsenal Garrison Legal Function  
/Service

Point of Contact Linda Keelin, Paralegal Specialist

Phone 309-782-1443

793-1443 DSN

Fax 309-782-3406

793-3406 DSN

E-mail [linda.m.keelin.civ@mail.mil](mailto:linda.m.keelin.civ@mail.mil)

Elements and function of relocation assistance provided:

This office provides guidance on the claims Defense Personal Property Program (DP3) process by assisting Active Army, ARNG, and USAR personnel, and civilian employees of DOD and DA when moving to or from this area, with Claims for damage to or loss of personal property incident to service, i.e., household goods, hold baggage or POV shipment, when loss or damage is incurred in an authorized movement/shipment. We provide guidance on landlord/tenant issues, review lease agreements prior to signing, assist with incorporating a Military Clause into lease agreements for service members, provide guidance on termination of lease agreements, assist with facilitating the return of security deposits, and advise on rights under the Service Member's Civil Relief Act.

Organization: Rock Island Arsenal Health Clinic  
/Service

Point of Contact: SFC Eugenio Lolli

Phone: (309) 782-0989

Fax:

Email: eugenio.m.lolli.mil@mail.mil

Office Location: 1 Rodman Ave., Building 110, Basement, Rock Island, IL 61299

Office Hours: Monday - Friday 0700-1600 (Closed Holidays, and between 1200-1300)

Elements and function of relocation assistance provided:

We are a small Primary Care and Occupation Health Clinic committed to providing exceptional customer service and quality care. Educate incoming Service Members and their families on receiving care in our community and the services provided at RIA Health Clinic:

For Emergencies: Dial 911

Routine Care or Medical related needs:

[www.tricareonline.com](http://www.tricareonline.com) (online registration required)

Call (309) 782-0805 (closed 1200-1300)

*We provide the following services in our facility:*

- Primary Care
- Sick Call
- Immunizations
- Social Work Services
- Occupational Health
- Industrial Hygiene
- Pharmacy
- Laboratory
- Radiology
- Audio/Visual
- Health Benefits Advisor

•Medical Records

*Services we do not provide onsite:*

Dental - Tri-Service Dental Remote Program – visit [www.dmdc.osd.mil/appj/address/](http://www.dmdc.osd.mil/appj/address/) or call 1-866-984-2337 to get a listing of affiliated dental providers in the local area

Aviation/Flight Physicals (coordinated through Fort Knox Central Exams)

Allergy, Dietician (Nutrition), Dermatology, ENT, Gastro, OB/GYN, Neurology, Optometry, Orthopedics, Podiatry, Physical Therapy, Psychology and Psychiatry, Surgery, Urology, MRI, Ultrasound, CT (all services require a referral from your primary care manager)

*Sick Call for Active Duty Service Members:*

Sick call is for Active Duty Service Members who have an acute illness or injury that will impede their ability to perform their duty. Sick call is Monday-Friday from 0700-0800. Sick call is NOT for profile updates, medication refills, chronic conditions or routine health and prevention services. Please schedule an appointment by calling the Appointment Line at (309) 782-0805 for chronic and routine conditions that require evaluation.

*To Schedule an Appointment:*

To schedule/cancel your appointment register at [www.tricareonline.com](http://www.tricareonline.com), or call the Rock Island Health Clinic Appointment Line at (309) 782-0805. The Appointment Line is open Monday through Friday from 0700-1600 hours (closed 1200-1300). The clinic is closed weekends and federal holidays.

*Urgent Care Services after Hours, Weekend and Holidays:*

TRICARE defines urgent care as medically necessary treatment for an illness or injury that would not result in further disability or death if not treated immediately but that requires professional attention within 24 hours. Examples of urgent care situations include: minor cuts, migraine headache, urinary tract infection, sprain, earache, sore throat or a rising fever.

*After Hours:* Urgent or Acute appointments are often available online for the next day and can be scheduled by visiting the Tricare Online Website ([www.tricareonline.com](http://www.tricareonline.com)). Emergencies:

Emergencies should go to the nearest emergency room. Rock Island Health Clinic DOES NOT have emergency room capabilities. In case of a true emergency, when the patient needs immediate care to prevent the loss of life, limb or eyesight, go to the nearest Emergency Department or call 911. You do not need prior authorization from TRICARE before going to the Emergency Department.

*Local Emergency Departments:*

**Genesis West Emergency Department**

1041 W. Central Park

Davenport, IA 52804

(563) 421-1101

**Genesis East Emergency Department**

1227 E. Rusholme St.

Davenport, IA 52803

(563) 421-1000

**Trinity Med Center Emergency Department**

7th St Campus

500 John Deere Rd.

Moline, IL 61265

(309) 779-5300

**Illini Hospital**

801 Hospital Rd.

Silvis, IL 61282

(309) 281-4040

**Trinity Med CTR West Emergency Room**

2701 17th St

Rock Island, IL 61201

(309) 779-5300

Organization: Rock Island Arsenal Military Personnel Division  
/Service

Point of Contact: Ms. Sharon Lampert

Phone: (309) 782-5711

Email: sharon.e.lampert.civ@mail.mil

Office Location: 1 Rock Island Arsenal, Building 56, 3<sup>rd</sup> Floor, Rock Island, IL 61299

Office Hours: Monday, Wednesday through Friday 0800-1600; Tuesday 0800-1130

Eligibility: Total Army Military

**Military Personnel Division (Garrison MPD):** The various agencies within the Military Personnel Division are responsible for providing installation level personnel services to military, civilian personnel and Family members in the Rock Island community. Services are also extended to military and Family member who are geographically separated from their home unit on Rock Island Arsenal.

Elements and function of relocation assistance provided:

**Personnel Services (In-processing):** In-processing requirements apply to all permanent party and geographically separated Active, Reserve and National Guard personnel assigned to the Rock Island Arsenal. Newly arriving Soldiers will report to the respective units. Geographically separated Soldiers will conduct their in-processing virtually with the S1 and MPD. All in processing Soldiers will need to present the following documents to facilitate in-processing:

- 2 copies of orders and amendments
- DA Form 31 with a control number and blocks 14a/16a complete with all required signatures
- Promotion Board proceedings of all SPC/SGT in a promotable status

Although it typically takes 3-5 days to in-process installation, Soldiers will be given 5 days to complete the installation in-processing checklist. In-processing Soldiers who request Permissive TDY (PTDY) for house hunting will in-process the unit and the MPD before signing out on PTDY. If the losing organization did not grant PTDY, unit S1 personnel at the gaining unit must ensure that the PTDY starts the day after signing into the unit.

Soldiers should contact their servicing S1 for additional assistance.

**Finance:** There is no finance office on the Rock Island Arsenal. Finance-related matters (i.e. Pay Inquiries, Debt Management) are mitigated with the unit liaison or unit Finance NCO. Currently, the MPD assists each Soldier with the completion of the travel voucher during in-processing. The finalized travel packet is sent to the Soldier via email for submission to the DFAS travel office. All communication regarding the travel packet will be between the Soldier/unit and DFAS Travel. Because there is no privatized housing on Rock island, Soldiers who sign for government or government leased housing must present the housing letter to the unit for completion of the DA Form 5960. This will stop BAH entitlements. This must be completed as soon as possible to avoid or minimize debt. Finance out-processing for separating/retiring personnel is conducted at the servicing Transition Center.

Soldiers should contact their servicing S1 for additional assistance.

**Personnel Services (Out-processing):** Out-processing requirements apply to all Active, Reserve and National Guard personnel assigned to the Rock Island Arsenal. Geographically separated soldiers will coordinate with their unit to ensure out-processing is conducted accordingly and their installation's procedures are adhered to. All Soldiers are issued installation clearance papers ten (10) duty days prior to the scheduled final out-processing date. Final out-processing date is established based on Soldier's permanent change of station (PCS) leave start date or terminal leave start date. All Soldiers must adhere to the following before installation clearance papers will be issued:

- Provide the Military Personnel Office a copy of their approved DA Form 31 (Leave Form) at the earliest possible time
- Provide a copy of PCS orders and leave form
- Provide a copy of unit clearance documents
- Soldier must be in uniform
- Out-processing paperwork is finalized and stamped when all organizations have signed both installation clearance and unit clearance papers. There is no out-processing on Tuesday afternoons, holidays, weekends or dates of scheduled closure

Soldiers should contact their servicing S1 for additional assistance.

**Reassignments Services:** Army Human Resources Command (AHRC) notifies each Reassignments section of pending assignments for Soldiers on each installation. The Rock Island reassignments office pulls these reports each Wednesday. Therefore, notifications of assignment will not be accepted directly from Soldiers. All Soldiers are notified by the reassignments section of the pending reassignment within 4 business days. **The PCS orders are published and distributed 7-10 business days after receipt of all completed paperwork. Soldiers departing for overseas destinations are highly encouraged to return all documents as soon as practical to process requests for Command Sponsorship. Levy Briefs** are conducted quarterly to ensure that departing Soldiers receive the latest information from subject matter experts concerning their PCS move. Spouses are highly encouraged to attend the Levy Brief.

Soldiers should contact their servicing S1 for additional assistance.

**Transition Services:** The Transition Management Coordinator assists Soldiers by partnering them with agencies that can educate Soldiers and their Families about retirement. Because Rock Island arsenal is geographically separated from a servicing Transition Center (Fort Knox), services are limited. However, Soldier for Life Transition Assistance Program (SFL-TAP) counselors and services are provided by counselors located at Fort Knox, KY and via the virtual SFL-TAP Center. Anytime, day or night, Soldiers can speak with a SFL-TAP counselor regarding Pre-Separation/Initial Counseling and other transition support services. Currently, the Rock Island Arsenal hosts events and conducts some onsite training workshops which are conducted quarterly and facilitated by MPD staff. Soldiers should begin scheduling these workshops 24 months from retirement or 18 months from separation. The list of onsite training and events are as follows:

- SFL-TAP Workshops
- GPS Tracks (Higher Education, Entrepreneurship, Career Exploration Planning)
- Pre-retirement Brief

- Success (Job) Fairs

Information is provided to Soldiers requesting attendance by contacting the local Military Personnel Division at 309-782-7780.

**Retirement Services:** Pre-Retirement Services: The MPD assists Soldiers and unit HR personnel with the completion and submission of retirement packets for enlisted and officer personnel. Final retirement orders are cut and may be distributed up to 1 year pre-retirement. Because Rock Island Arsenal is geographically separated from a servicing Transition Center (Fort Knox), services are limited.

Post-Retirement Services: Assistance with Post-Retirement inquiries (i.e. pay inquires, address change, etc.) and services should be directed to the local Retiree Council or the regional Retirement Services Officer in Ft. McCoy, WI.

**ID/CAC/DEERS Services:** The mission of the ID Card/DEERS section is to ensure enrollment of all eligible Department of Defense beneficiaries in the Defense Enrollment Eligibility Reporting System (DEERS) and to provide Common Access Card (CAC) issuance to service members, retirees and their family members as well as to federal civilian employees, and contract employees. Walk-ins are welcome. Eligible patrons can schedule an appointment anytime/anywhere, up to 90 days prior to their card's expiration by accessing the RAPIDS Appointment Scheduler online at <https://rapids-appointments.dmdc.osd.mil/> or by contacting an ID Card Support Technician at 309-782-0596.

**Installation Voting Assistance Program (IVAP):** The Installation Voting Action Officer (IVAO) provides information concerning voter registration; absentee voting; upcoming elections and deadlines; ballot requests and returns. Specific voting information will also be briefed by the IVAO at ACS sponsored monthly Newcomer's briefs held the 4<sup>th</sup> Thursday of most months of the year.

Soldiers should contact their unit's Voting Assistance Officer for additional assistance.

**Total Army Sponsorship Program (TASP):** Should you encounter any difficulties or have any questions upon your arrival, contact the assigned sponsor. Personnel arriving after duty hours should contact their sponsor as soon as practical. Sponsors should escort all incoming Soldiers to their unit Human Resources upon arrival, to sign-in.

Soldiers should contact their unit's TASP Coordinator for additional assistance.

Organization: Rock Island Arsenal Transportation Division  
/Service

Point of Contact: DeShonda G. Davis-Locke

Phone: (309) 782-5602

Email: deshonda.g.davislocke.civ@mail.mil

Office Location: Building 102, Rodman Avenue, Rock Island, IL 61299.

Office Hours: Mon - Fri 0730-1530

Elements and function of relocation assistance provided:

**Elements and functions of the Passenger Travel Section:**

Provides travel arrangements for DOD employees and dependents to permanent change of station (PCS) or temporary duty (TDY), and Temporary Change of Station (TCS) in CONUS and OCONUS locations.

The Travel Management Company (TMC) books travel reservations for Soldiers, Civilians, and dependents on official travel, including overseas port call requirements, and Temporary Duty Travel (TDY). The geographical area of support extends to Soldiers, Civilians, and dependents in Illinois, Iowa and Missouri.

Passport Agents provide assistance in processing Passport/Visa applications for official travel to areas where a Passport/Visa must be obtained prior to entering the country.

Ensure Government Travel Charge Card (GTCC) account is eligible for official travel and permanent change of station requirements (if applicable).

**Elements and functions of Personal Property:**

Counsels individuals on transportation entitlements

Processes/executes outbound and inbound shipments

Processes Personally Procured Moves (PPM)

Briefs Service Members on retirement and shipping extension entitlements