



USAG Rheinland-Pfalz

INSTALLATION RELOCATION ASSISTANCE PLAN



Prepared by the Army Community Service (ACS), Relocation Readiness Program, IAW
AR 608-1, Chapter 4, Section III, 4-19

As of 16 June 2020



Pre-Arrival Support

Goal: Provide inbound Service Members and Families with essential information needed to make informed decisions, helping them getting settled in quickly, reducing fears of the unknown, providing accurate and updated information, relieving stress associated with transitioning into a new and unfamiliar community, and introducing them to their new Host Nation.

USAG Rheinland-Pfalz PANDEMIC Response for Inbound Soldiers, Civilians, Contractors and Families: U.S. Army Garrison Rheinland-Pfalz is implementing precautionary measures for the health protection of our community. Expect these measures to impact normal day-to-day operations across Kaiserslautern and Baumholder communities. Please access <https://home.army.mil/rheinland-pfalz/index.php/coronavirus-Pandemic-19> for the current list of garrison restrictions, services and closures. Your assigned sponsor will assist with navigating closures by email and phone, ensuring the smoothest transition possible prior to your arrival and during your quarantine status. See Appendix A-E for pandemic support.

Plan My Move is a set of online organizational tools designed to make frequent moves easier and less disruptive for Service Members and Families. Tools include a customizable calendar, to-do lists, departure and arrival checklists, installation overviews, and installation-specific information topics such as education, transportation, childcare, and employment. Plan My Move can be found at: <https://planmymove.militaryonesource.mil/>

Military INSTALLATIONS is available on the Military One Source (MOS) website at <https://installations.militaryonesource.mil/>. It is a searchable directory of programs and services of military installations worldwide, allowing easy access to contact information, websites, maps and directions to installation programs and services. It also includes a 24/7 toll-free assistance line.

eSponsorship Application and Training (eSAT): eSAT Sponsorship Training website <https://myhub.militaryonesource.mil> provides sponsors and newcomers with an online, easily accessible and authoritative resource for training, needs assessment, communication, access to trusted relocation information, resources and feedback for improvement.

Request a Sponsor at ACT: <https://actnow.army.mil/>

ACS Relocation Readiness staff provide sponsorship training to Service Members, Spouses, and Civilians monthly and for units upon request. The training provides do's



and don'ts of sponsorship with emphasis on the USAG Rheinland-Pfalz installation area. ACS develops and distributes the Sponsorship Welcome packets. Relocation Readiness staff are responsible for ensuring the information contained in Military Installations is accurate and up-to-date. Information is certified quarterly on the following dates: September 30, December 31, March 31, and June 30. Updates are due to ACS's Relocation by the 15th of the month, preceding the certification date. Updates and changes are submitted through Defense Installation Messaging System (DIMS).

USAG Rheinland-Pfalz Military Installation website <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz> includes links to major units and organizations, the installation newspaper, master calendar of events, sponsorship program, and relocation services. The <https://rheinland-pfalz.armymwr.com> provides MWR activities and agency information. The website also provides information on Family, fitness and recreational opportunities at USAG Rheinland-Pfalz.

Youth Sponsorship: Families with children can contact the School Liaison Officer at 0611-143-541-9061, Landstuhl Youth Center at 06371-86-8658 or the Baumholder Youth Center at 0611-143-531-3423 to request a youth sponsor, the request form is available at: <https://global.armymwr.com/europe/europe-cys/europe-teen-sponsorship-pages/kaiserslautern-youth-sponsorship-form> . New youth will be paired up with a local youth to help transition into the program and learn about academic and recreational programs the Teen Zone/Youth Center offers. For more information, visit the Military Youth on the Move website at <http://www.militaryonesource.mil/family-and-relationships/military-youth-on-the-move>

Child and Youth Services: The USAG Rheinland-Pfalz Child and Youth (CYS) Services offer six center-based programs. There are six Child Development Centers: two located on Landstuhl, and one each located on Sembach, Kleber, Miesau, and Baumholder. There are three School Age Centers: one serving grades 1-5 on Baumholder, and one each serving grades K-5 on Sembach and Landstuhl. Programs for the Kaiserslautern Military Community Youth include Youth Centers at Landstuhl and Baumholder for youth in grades 6-12. Individualized and team sport programs along with SKIES Unlimited classes are offered throughout USAG Rheinland-Pfalz. The Parent Central Services office also provides a variety of services, including registration, resource and referral, along with the babysitter referral list.

If families will need day care for their children, visit www.militarychildcare.com for more information and to begin the registration process. Once all information has been processed, Parent Central Services will initiate contact. Families who had utilized CYS



at a previous location may contact that Parent Central Services office to request having family files exported. USAG Rheinland-Pfalz CYs Services will be able to import the files. Contact Parent Central Services at 314-541-9066/9065 or 0611-143-541-9066/9065 for Kaiserslautern. For Baumholder, please call 314-531-3440 or 0611-143-531-3440.

Army Continuing Education System (ACES): ACES in the Kaiserslautern Military Community consists of four Army Education Centers: Baumholder, Landstuhl, Kleber (Soldier For Life), and Rhine Ordnance Barracks (ROB). The Education Center on ROB, Building 288, is the HUB center and provides services to the Kaiserslautern Military Community Army Personnel. Administration can be reached Mon-Fri 0800-1700 at 0631-3406-2588.

Landstuhl Regional Medical Center (LRMC)/United Healthcare Military and Veterans/TRICARE: LRMC is a Level II Trauma center and is one of DoD's premier medical centers; and is the largest American hospital outside the United States. The staff of the hospital is made of 50% Army, 15% Air Force, and 35% civilian personnel. The hospital has more than 110 physicians, 250 nurses, 40 Medical Service Corps officers, 900 enlisted personnel and 550 civilian employees, committed to providing military Families the highest level of health care and customer service. To make medical appointments, contact the regional appointment center at 06371-9464-5762. The appointment line is open 7-days a week, 0630-1630.

Billeting/Lodging: Reservations are accepted 60 days prior to arrival, and may be made through U.S. Military Temporary Lodging system at <http://www.dodlodging.net>

The Lagerhof Inn - Baumholder*: Use options listed below for reservations.

- Phone: 011-49-611-143-531-2900
- Email: usarmy.rheinland-pfalz.id-europe.list.dfmwr-bhr-laberhof-inn@mail.mil
- Website: <http://army.dodlodging.net/propertys/Baumholder-Lodging>
- Address: Bldg. 8076, Smith Barracks, Baumholder, Germany 55774

Ramstein Inns – Landstuhl*: Use options listed below for reservations:

- Phone: 011-49-6371-45-4920.
- Email: lodging@us.af.mil
- Website: <http://af.dodlodging.net/propertys/Ramstein-Inns-Ramstein>
- Address: Bldg 3336, Ramstein- Miesenbach, Germany, 66877

Vogelweh Lodging - Kaiserslautern*: Use options listed below for reservations.

- Phone: 011-49-631-536-8910



- Email: lodging@ramstein.af.mil
- Website: <http://af.dodlodging.net/propertys/Vogelwehh>
- Address: Bldg 1002, Vogelweh, Kaiserslautern, Germany 67663

* All are pet friendly.

Pet Requirements: Pets must be microchipped. The rabies vaccination must have been administered at least 30 days after microchipping but less than one year ago. Two-year rabies vaccinations are not valid in Germany. Health certificate must be completed within 10 days of flight, signed by a USDA certified veterinarian. At Ramstein, examination fees will apply for pets imported into Germany from outside the European Union. Contact the local installation Vet Clinic, Monday through Friday, 0730-1600 at DSN: 590-1900 or civilian: 06371-9464-1900 for more information. The clinic service is by appointment only.

Religious Support: Provides a schedule of post-base chapel services, events and information on-and off-base worship services upon request. Call the Chaplain at 0611-143-531-3170 Baumholder or 0611-143-541-2105 Kaiserslautern for full scope of services offered.

Your sponsor leadership and Army Community Service are now prepared to assist you with quickly settling into your new community.

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

USAG Rheinland-Pfalz Opportunities:

- Central Processing Facility in Baumholder (Smith Barracks, Bldg 8660), and in Kaiserslautern (Kleber Kaserne, Bldg 3245) is open Mon-Fri 0830-1200, 1300-1600 (closed on U.S. Holidays)
- ACS, Relocation Readiness Program in Baumholder at Clinic Kaserne, Bldg 8746, room 112, or in Kaiserslautern at Kleber Kaserne, Bldg 3210, room 221.
- There is a great quality of life at USAG Rheinland-Pfalz. Visit <https://rheinland-pfalz.armymwr.com> to view recreational opportunities such as trips through Outdoor Recreation.
- For more activities available in the area, follow Rheinland-Pfalz Family and MWR on Facebook <https://www.facebook.com/RheinlandPfalzFMWR>, or on our website.



- Get up-to-date information on child and youth programs to recreation, sports and entertainment, travel, and leisure activities.
- Positive, dedicated population; strong community support for Service Members and Families.

Major Resources Most Frequently Utilized by Service Members and Relocation Readiness:

- Newcomers Host Nation Orientation Briefings
- Central Processing Facility (In/Out-Processing) in Baumholder and Kaiserslautern.
- Plan My Move website tools <https://planmymove.militaryonesource.mil/>
- Military INSTALLATIONS: <https://installations.militaryonesource.mil/>
- ACS Sponsorship Training and Welcome Packets
- Billeting/Lodging Access on Baumholder, Ramstein and Vogelweh
- CYS and School Support Services
- LRMC/United Healthcare Military and Veterans/TRICARE
- Exceptional Family Member Program (EFMP)
- Chaplain Services

Quarantine Release Day

- Report to the Central In-Processing office, room 112, Bldg. 3245, Kleber Kaserne or room 209, Bldg.8660, Smith Barracks, Baumholder
- In-process and receive an in-processing training schedule
- Receive CIF issue appointment
- Begin in-processing stations

Second Duty Day

- Report to your unit S-1 or personnel division
- Receive duty position memorandum (if applicable)
- Complete Security In-Processing
- Complete DD93 (SGLI) documentation
- Complete eMILPO arrival requirements

You need to bring the following forms with you:

- Duty position memo (if applicable)
- Copy of orders and any amendments
- DA Form 31 (leave form)
- NCOER/OER (if applicable)
- Report to Kleber Health Clinic for medical/dental in-processing at 1500. (This applies to KMC Service Members only.)



In-processing Training Center (ITC): Service Members must attend (and Spouses are encouraged to accompany Soldier to any portion of the training) the IMCOM-E mandatory 2-week training. Classes include: Host Nation Orientation, Finance (E5 and below), Exceptional Family Member Program, Provost Marshall Office, Central Issue Facility, Drivers Testing and more. Refer to your schedule, and be on time. Many classes, including USAREUR driver's training and the housing office, will make you reschedule if you are late.

Driver's Training: Both Service and Family Members can take the USAREUR driver's training and test online prior to moving. Service Members can use their common access card and Family Members can use the benefits number on the back of own ID card to log into Joint Knowledge Online and access training and test.

Link to the study book: http://www.eur.army.mil/rmv/Drivers_Handbook/default.htm

Service Members must navigate to <https://jkodirect.jten.mil/> to access the training and exam. Under course catalog ensure the "courses" tab is selected and select "USA" from the drop down. Enter 007 in the course number field and click search. Enroll and take USA-007 "U.S. Forces Driver's Training Program for Europe (2 hours)".

Then enroll and take the exam USA-007B "U.S. Forces Driver's Training Program for Europe-Final Course Exam (2 hours)".

Print the certificate and present it to the Driver's Testing office during in processing to receive a USAREUR license. If NOT used within 60 days of issue, you will be required to retrain and retest.

In order to receive a USAREUR License, present the following documents to the Driver's Testing Office:

- Final Exam (USA-007B) Certificate
- Valid ID card
- Valid stateside or country license
- Check or money order for \$20 (no cash)
- Eye exam for personnel 65 or older by an optometrist or an eye-vision professional.

Family Member Instructions for Creating a JKO account:

- Navigate to <http://jkodirect.jten.mil/>
- Click on the link "NON-Government/sponsored Account Registration" on JKO's website. This will allow you to receive a sponsored account.



- Once information is submitted it will be sent to the sponsor's email for verification and then to JKO for account creation.
- Accounts take approximately 24 hours to process after receipt from the sponsor.
- You will receive email notification with account information and login instructions when your account is created. If you do not receive notification after 24 hours, please contact your sponsor.
- Once JKO sends you user ID and password, access JKO and take the exam.
- You'll be prompted to add your own DOD ID number into the system, prior to taking the training and test.
- To take the USAREUR training and test follow the same instructions above to access the training exam.

Host Nation Orientation: USAG Rheinland-Pfalz newcomers are required to attend the Host Nation Orientation, which is a great way to learn about the German culture, language, public transportation, and tips about living in the community.

German Language Courses: We offer free German classes. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

ACS Relocation Readiness: Its mission is to facilitate Commanders the ability to provide consistent responsive services that support readiness, by assisting Service Members, Civilians and Families with services to eliminate or reduce stress associated with frequent moves. The ACS Relocation Readiness Program staff distribute welcome packets, provide information and referral to community agencies that assist newcomers with relocation related issues and assist with relocation crisis issues. Service and Family Members, and Civilians should contact ACS Relocation Readiness Program at 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern to schedule relocation counseling or settling in services as soon as possible after arrival in Rheinland-Pfalz.

ACS Lending Closet: One is on Clinic Kaserne, Baumholder and another one at Kleber Kaserne, Kaiserslautern, assisting Service and Family Members, and Civilians in transition. Household items are loaned at no cost for up to 60 days (or until your household goods (HHG) arrive). Loan extensions are granted if additional time is needed and items are not in short supply. At a minimum, this includes basic kitchen equipment, high chairs, child care seats, playpens, cribs, irons and ironing boards). For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.



Information and Referral Program: Provides information on military and civilian community resources, and about local bus and railway systems. Additionally, special host nation services are provided such as simple translations and explanation of German bills or other correspondence. Military and Civilian patrons can also utilize www.militaryonesource.com to obtain translations for more than 160 languages.

English as a Second Language: We offer free English classes. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

Sponsor Support: Effective sponsors are actively involved in the pre-arrival and arrival process. They help newcomers get settled both in the unit and community. Sponsorship responsibilities include providing a tour of the post and places of interest in the community, as well as introducing the newcomer and spouse to co-workers, unit leadership, Family Readiness Group (FRG) members, and Key Spouses. Sponsors are assigned by the units. Request a sponsor by completing DA5434, available to Service Members online in the Army Career Tracker (ACT) and to Civilians through the Civilian Human Resources Agency (CHRA). You can also request a sponsor via email to: usarmy.wiesbaden.usareur.mbx.usareur-tasp@mail.mil.

United States Citizenship and Immigration Service (USCIS): Officers assist Service Members and foreign-born spouses with immigration related issues. To schedule an appointment to meet with a USCIS Officer, contact the Department of Homeland Security, USCIS in Frankfurt, at www.uscis.gov or 069-7535-2233.

Hearts Apart/Waiting Families Support Group (HA/WFSG): Support services are provided to Families residing on post or in the surrounding community who live separately from the military and civilian sponsor because of mission requirements. Such circumstances include unaccompanied tours, extended temporary duty, and field training exercises. Families of Service Members with TDY in-route for six months or longer are identified and ACS Relocation is notified by the units. Upon notification, a member of the ACS Relocation Readiness staff contacts the identified Family Member to inform her/him about the services offered through this program. Information on upcoming events, community resources and coping with Family separations is emailed to enrolled Families. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

ACS Financial Readiness Program: All First Term Soldiers are required to attend a 2-hour briefing during in-processing, which includes information on sound money management and investing. All Soldiers are encouraged to attend. During in-processing, members of the Financial Readiness team also discuss Army Emergency



Relief (AER), Family Subsistence Supplemental Allowance (FSSA), Thrift Saving Plan (TSP), and budget counseling. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

Employment Readiness Program (ERP): Its mission is to assist eligible individuals in acquiring skills, networks and resources allowing them to participate in the work force, find local job listings and obtain employment. Services include a centralized job bank, résumé and professional portfolio development, job application assistance, interview skills, development and career transition assistance. Services are available to military spouses and Family Members of active duty military, retired military and Civilians. No appointment is needed to use this program. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

Exceptional Family Member Program (EFMP): Service Members who have Family Members enrolled in EFMP are identified and referred to the ACS EFMP office. Service Members with Exceptional Family Members (EFMs) are required to enroll in this program to ensure services are available in the area. Upon receiving reassignment instructions, make an appointment for your family to complete EFMP screening at your local medical treatment facility as soon as you receive your assignment instructions. This will prevent major delays in your assignment and Family travel. Your EFMP manager and systems navigator provide critical information and support that can reduce much of the stress associated with a PCS move. EFMP is an integral part of each community, working in unison with medical facilities, CY5, local school districts and community service agencies ensuring every EFM receives quality care experience. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

Army Family Team Building (AFTB): Helps military spouses adapt and learn more about the military lifestyle while making friends, networking and gaining self-confidence. Many of the courses can be applied to resume and career building, self-development and leadership skills. The training is available to Family and Service Members, DoD civilians and volunteers. For more information, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

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 contacting the School Liaison Officer at 0611-143-541-9061 or the Landstuhl Youth Center at 06371-86-8658.



School Support Services: Can ease the process of enrolling your child into school from kindergarten to high school. They also provide information on home schooling in USAG Rheinland-Pfalz. Requirements and information on before-and after-school options are available through the School Age Center and the Youth Center.

Defense Military Pay Office (DMPO) Military Pay Assistance: Financial Readiness offers a wide range of services to individual Soldiers and to units. For the individual, Financial Readiness can assist in preparing detailed budgets for the future. This is especially helpful to people who are about to be married, have a child, or relocate. For those who are experiencing or anticipate financial difficulties, we offer counseling and several publications to help get the situation corrected. Our staff also operate Army Emergency Relief for the Kaiserslautern Military Community.

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

Reimbursement of Temporary Lodging Expense (TLE) and Travel Living Allowance (TLA) Expenses: On the first day of in-processing, eligibility and documentation requirements for TLE/TLA reimbursement are explained. TLE is a Continental United States (CONUS) allowance designed to help offset the additional costs of staying in temporary lodging while clearing residence at the old Permanent Duty Station (PDS), or to look for a place to live at the new PDS. This allowance is limited to 10 days, split between old and new PDS. Service Members apply for TLE, after incurring the expense, by completing the required documents and submitting them to the Travel Customer Service counter after entitlement has ended. TLA is an Outside CONUS (OCONUS) allowance and is submitted during Day One of the briefing.

Housing Office: The DoD requires Service Members to report to the HSO prior to entering into any lease, rental or purchase agreement for off-base housing. If you are planning to live off post and you are authorized to do so, you will be provided time during in-processing to search for a home. However, you must adhere to the provided schedule to the greatest extent possible. If you find yourself having issues with your schedule, contact your sponsor. The Housing Office provides off-base housing education and referral assistance to military personnel, their Family Members and DoD Civilians. Services include providing home search assistance, reviewing leases, mediating landlord-tenant disputes and providing home buying and selling workshops.



Area maps, rental listings and computer workstations are available at HSO to assist personnel with their search.

General Housing Information: German housing sizes depend upon the assigned location(s). Installation Housing Division will provide specifics pertaining to on-and off-post availability (private rentals, government-owned off-post houses). On average, housing takes approximately one month to receive, depending upon assigned location. Service Member residing in private rentals receive Overseas Housing Allowance (OHA) and COLA; the amount depends upon rank and family size. Houses are equipped with 220 Voltage and 50Hz; a few on-post housing units are equipped with 110 voltage. For more information call 0611-143-531-2996 in Baumholder or 0631-536-6671 in Kaiserslautern.

Housing Locations: Single Soldier Housing consists of 5,019 Unaccompanied Personnel Housing (UPH) barracks spaces at Kleber and Daenner Kaserne, Rhine Ordnance Barracks, Miesau, Landstuhl, Baumholder and Sembach. There are 237 spaces set aside at LRMC. UPH locations are within a 30-40 minute drive of each other.

Baumholder Family Housing: Military Family housing is available for Soldiers E-1 through E-4 with command-sponsored dependents serving an accompanied 36 month tour, or those enrolled in the Military Couples Program. Soldiers E-5 and E-6 with command-sponsored dependents have the option to move into military or off-post housing. All Soldiers E-7 and above, except those designated as key or essential personnel, will reside off post. Single Soldiers E-1 through E-6 will reside in the barracks. Wait time for military family housing varies from 1 to 12 weeks depending on bedroom requirements. For more information, call the Baumholder Housing office at 011-49-611-143-521-2978 or DSN 314-531-2978.

Major Resources Utilized for Service Members and Relocation Readiness:

- Army Housing Online User: <https://www.housing.army.mil>
- Installation website: <https://installations.militaryonesource.mil/>
- Defense Travel Management office:

<http://www.defensetravel.dod.mil/site/bahCalc.cfm>

Track My Household Goods is possible to do by accessing Defense Personal Property System (DPS):

- First time DPS users must obtain an Electronic Transportation Acquisition (ETA) login Identification (ID) and password before accessing DPS.
- To obtain an ETA login ID and password, go to <http://www.move.mil>.



- Once you have accessed "Move.mil", click on "New to Move.mil -- First Time Users Click Here!"
- Follow instructions for checking browser capability and to obtain a user ID and password.
- After obtaining a user ID and password, select "Login to DPS".

For more assistance getting your household goods delivered, contact the Household Goods Transportation office located in Baumholder at Building 8744, Monday-Friday 0800-1200 & 1300-1630.

- Traffic Manager: 011-49-611-143-531-7066
- Inbound: 011-49-611-143-531-7060
- Outbound: 011-49-611-143-531-7070
- Fax: 011-49-611-143-531-7069
- Tel DSN: 314-531-7066
- Fax DSN: 314-531-7070

Chapel Programs: Offer diverse programs unquestionably addressing all spiritual needs. They offer support and participate in a wide variety of worship opportunities for adults, children, teens, singles and couples. Visit one of the numerous chapels on the installation to see which one suits your style. For more information, visit <http://www.rp.army.mil/directorates/religioussupport.htm> or call 0611-143-531-3170 in Baumholder or 0611-143-541-2105 in Kaiserslautern.

The Military & Family Life Counseling (MFLC) Program: As licensed clinical counselors at Master's or Ph.D. levels, the MFLC program offers confidential, short-term, non-medical counseling at no cost or no written records (except for duty-to-warn situations) to active-duty Service Members, National Guard and Reserve Service Members and their families, as well as DoD Civilian expeditionary workforce members and their Families. Counselors help with a variety of common concerns that occur within the military lifestyle, including: anger, anxiety, loss or grief, relocation adjustment concerns, such as homesickness, separation, stress reactions to the deployment cycle and reintegration, and the transition from warrior to civilian life.

For more information or to speak to an MFLC call:

- Landstuhl: 0152-2479-2650
- Pulaski, Sembach and Vogelweh: 0152-2366-2124
- Panzer/Daenner Kaserne: 0170-369-3292
- Rhine Ordnance Barracks (ROB): 0175-601-1985
- Baumholder: 0152-3652-2147 or 0152-5152-6700; 0174-465-6733

Pre-Departure Support:



Goal: To ensure PCSing Service Members have the information needed to make informed relocation decisions prior to departing USAG Rheinland-Pfalz. Departing Service Members can contact the Relocation Readiness Program manager as soon as they know their upcoming PCS. The Relocation Program Manager will provide relocation counseling when requested.

USAG Rheinland-Pfalz Opportunities:

- Service Members out-process through relocation and Central Clearance.
- Information is easily accessible through various websites.
- Effective working relationship between relocation service providers.
- Overseas Cultural Orientation Briefing is conducted and mandated for Service Members going OCONUS.
- Effective Web Tools.
- “Smooth Move” workshops for outbound personnel offered monthly at ACS.

Major Resources Utilized for Service Members and Relocation Readiness:

- Plan My Move Military One Source: <https://planmymove.militaryonesource.mil/>
- Military INSTALLATIONS <https://installations.militaryonesource.mil/>

ACS Relocation Readiness Program: Access to pre-departure information is gained primarily through Service and Family Member initiative and ACS Relocation Readiness Program managers at military installations worldwide. Contact the Relocation Readiness Program before departing, or when you arrive at USAG Rheinland-Pfalz, call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern to arrange relocation counseling. This counseling is highly recommended for complex issues related to moving and settling in. The relocation assistance and resources listed in this plan are included on the Relocation home page <https://home.army.mil/rheinland-pfalz/index.php/usag-rheinland-pfalz/newcomers>. The website also includes this IRAP, current relocation program schedule, and the “Leader’s Guide” to ensure Service Members receive ample time to prepare for departure.

Soldier for Life/Tuition Assistance Program (SLF/TAP): The VOW ACT effective 1 October 2011, requires all separating and retiring Service Members to start TAP, 12 months prior to leaving the service, in order to take full advantage of transition services offered. These include a pre-separation briefing, VA benefits briefing, 3-day Department of Labor Employment workshop, résumé and cover letter development, job search assistance, internet job sites access, educational, career technical, small business and standard career track support and a multitude of additional events and resources. Throughout the process, Service Members complete an individual transition plan and must meet benchmarks toward the Career Readiness Standards. Retiring



Service Members are entitled to start TAP services 24 months prior to retirement (Service Members ETSing and not retiring are authorized to begin 18 months out).

Out-Processing Finance Office: Important topics covered during the out processing briefing include: Allowances, COLA & OHA, BAH & BAH-T, Temporary Lodging Allowance (TLA), Dislocation Allowance (DLA), PCS Advance, Exception to Policy for Station Allowances for Advanced or Deferred Travel, and many more topics. This is a mandatory briefing so contact the appropriate center to schedule for briefing.

KAISERSLAUTERN	BAUMHOLDER
Kleber Kaserne, Bldg 3245, room 12	Smith Barracks, Bldg 8660, room 118
Finance PCS Outprocessing Office	Finance PCS Outprocessing Office
DSN: 541-3781	DSN: 531-2408
Monday – Wednesday 0830-1600	Monday – Friday 0830-1145 & 1300-1545
Thursday 1300-1600	Tuesdays only clearing papers
Closed 1200-1300 for lunch	
Scheduled Final Outs – Individual times are on clearing papers	Scheduled Final Outs – Individual times are on clearing papers

Service Members with PCS orders need at least five copies of their orders and a copy of DA Form 31/AF Form 988 to begin out processing. Separating and retiring Service Members need one copy of each applicable form.

Service Members out process 10 days prior to the desired departure to receive the installation clearance report. All agencies, not already pre-cleared by In/Out Processing, must be cleared. A final out-processing appointment will be scheduled with In-/Out-Processing for the day prior to the leave start date. (The final appointment for retiring and separating Service Members must be scheduled with G1 Retirement/Separation Transfer Point). Service Members must bring the completed Installation Clearance Record, DA Form 137-2, signed by the Commander, and the unit clearance record to the final appointment. Service Members receive their official records (201 file, promotion package and education record, etc.) during this final appointment.

Military and Travel Pay Advances: Service Members submit requests for advances (Advance Pay, Advance Travel, Do It Yourself (DITY)) to the Finance Office during their 30-day briefing. Service Members can only request one month advance pay on departure from the installation unless the PCS orders stipulate otherwise. Soldiers E-4 and below must have their Commander's signature to request an advance pay. Finance will review the request to ensure requested entitlements are authorized.



Normally payments will be made approximately 10 days prior to the Service Members' departure date from the installation.

Installation Transportation Office Services: Getting your Household Goods (HHG) shipped/delivered, Unaccompanied Baggage (UB), Privately Owned Vehicle (POV) shipped, and your travel orders is an important part of out-processing. For HHG packing and loading, remember to make arrangements at least 10 days prior to the first Pickup Date and bring PCS Orders (3 copies), Inventory, and POV registration if shipping a vehicle.

Baumholder	Kaiserslautern	
Clinic Kaserne	Daenner Kaserne	Kleber Kaserne
Bldg 8744	Bldg 3104, room 105/108	Bldg 3245, room 103
DSN: 531-7070	DSN: 483-8646/528-2424	DSN: 528-2431/2425
COM: 0611-143-531-7070	COM: 0631-411-8646/ 0611-528-2424	COM: 0611-143-528-2431 /2425
Mon-Fri 0800-1630	Mon-Fri 0800-1530	Mon-Fri 0800-1530
Closed at lunch 1200-1300	Closed at lunch 1200-1230	Closed at lunch 1200-1230

Note: Transit Times from Germany to the USA

- HHG: 55 – 70 days
- UB: 35 – 45 days
- POV: 58 Days (Baltimore) – 70 Days (West Coast)

HHG Shipments: Effective immediately, military Service Members and DoD Civilians executing PCS Orders, can expedite the process by performing a self-counseling online at www.move.mil. The DoD implemented Defense Personal Property System (DPS), a new system of procuring transportation services for shipping personal property, designed to streamline the process by empowering Service Members and reducing PPPO involvement.

Register and perform the self-counseling section. Once completed, the shipment information will be electronically sent for processing. Forms applicable to the move must be printed and signed (e.g., DD Form 1299, DD Form 1797, Customs Forms) as indicated and brought in person. Shipment will be verified and forwarded to the booking agent. Once shipment is booked, the carrier will notify Service Member with agent information and that agent will contact the Service Member to perform pre-move survey and also confirm the pack-out dates. Communication can be maintained throughout the entire move process with the carrier as well as establishing delivery dates to the final destination.



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

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

Scheduled Airline Ticket Office (SATO): Has a MANDATORY requirement to use Patriot Express unless an exception is approved.

Kaiserslautern Commercial Travel Office	Baumholder Commercial Travel Office
SATO, Kleber Kaserne, Bldg 3245	SATO, Bldg 8744
Room 212A	DSN: 531-7094
COM: 0631-341650	COM: 0611-143-531-7094

Remember to bring six copies of your orders with travel dates, and don't forget your pet flight arrangements when making your arrangements. Flights for pets are extremely limited.

Out Processing Housing: Whether you live on post, off post or in the barracks, clearing housing is a must. If living off post, you must provide your landlord with 30 days written notification of your departure. If living on post, the requirement is 40 days. If you are in the barracks contact the barracks manager at 0631-411-8202 or 483-8202 at least 30 days out.

Religious Support: Refer to the Chaplain's website, <https://home.army.mil/rheinland-pfalz/index.php/about/directorates-support-offices/religious-support-rso> or call 0611-143-531-3170 Baumholder or 0611-143-541-2105 Kaiserslautern for full scope of services offered at the Chapels.



Out-Processing:

Central Issue Facility (CIF): Central Process Facility (CPF) schedules all out processing appointments for PCS and ETS Service Members.

Kaiserslautern CIF	Baumholder CIF
Kleber Kaserne, Bldg 3225	Quartermaster Kaserne, Bldg 8716
COM 0631-411-8672/8675	COM 0611-143-531-7034/7044/7022
DSN: (314) 483-8672/8675	DSN: 531-7034/7044/7022
Monday-Thursday	Monday/Tuesday/Friday
0730-1130 – Open	0800-1130 – Turn-in (appointment only)
1130-1230 – Closed for lunch	1200-1300- Closed for lunch
1230-1530 – Open	1300-1530 – DX and Partial Issue (walk-in)
Friday closed	Wednesday closed
	Thu 0800-1200 & 1300-1500 Initial Issue Only

“Smooth Move” workshop contains information on relocation related programs and services offered, including relocation consultations and resource pamphlets, “Plan My Move” information, moving checklists, relocation websites, overseas cultural orientation briefings and tips on preparing Family Members for the move. For Family Members who are remaining within 50 miles of USAG Rheinland-Pfalz, Service Members register their Family in “Hearts Apart/Waiting Families Support Group”. Spouses are encouraged to participate in these valuable services.

Civilian Relocation Support:

Pre-Arrival Support: The same pre-arrival information available to Service Members applies to inbound DoD Civilians. When a new employee is hired, the gaining organization shall appoint a sponsor. The sponsor’s responsibilities include sending or emailing a sponsor welcome packet and welcome letter, answering questions about the base and community, and helping the new employee get settled in the organization and community. Civilian sponsors are encouraged to attend sponsorship training offered by ACS. For more information call 0611-143-531-2850 in Baumholder or 0611-143-541-9000 in Kaiserslautern.

Arrival Support: Additionally to assistance provided by the sponsor, the Civilian Personnel Advisory Center (CPAC)/Civilian Personnel Office (CPO) explains various employee benefits at briefing. CPAC/CPO also provides assistance regarding relocation entitlements, if the new employee has travel orders.



Pre-Departure Support: CPAC/CPO assists departing civilians by explaining entitlements and employee responsibilities.

Training Requirements for Relocation Service Providers & Relocation Assistance Coordination Committee (RACC) per AR 608-1, Chapter 4, Section III, paragraph 4-19:

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

Inbound Support: Total Army Sponsorship Program (TASP) survey results are tracked monthly. Army sponsor questionnaires are distributed, calculated and forwarded to units.

Outbound Support: Service Members are asked to complete a comprehensive questionnaire during their final clearance appointment with Central Clearing Agency (CCA).

Relocation Assistance Coordination Committee (RACC):

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

RACC Membership: Member representatives are subject to change. Members are mandated by their agency, and not limited to those listed in AR 608-1, Chapter 4, Section III, paragraph 4-19. Committee members will include, at a minimum, representatives from ACS, Family housing, transportation, finance, military personnel division advisory center, and medical treatment facility.