

Plan My Move Booklet for USAF Academy

Overview



Location

Located at the foothills of the beautiful Rocky Mountains, the US Air Force Academy is located northwest of Colorado Springs, Colorado. Served by the Colorado Springs Airport, located 15 miles south of the Academy, Colorado Springs is a military town that continues to experience tremendous growth. "The Springs", as we are affectionately known, is a high cost of living area. The average price of a single-family house is \$202,500. The base operator's phone number is 719-333-1110, or DSN 312-333-1110.

History

The Air Force Academy is the youngest of the U.S. service academies. President Dwight D. Eisenhower signed a congressional bill establishing the Air Force Academy on April 1, 1954. It was the intent of the Air Force to create a landmark equal to that of West Point, Annapolis or any other highly visible national asset. On June 14, 1954, the then Secretary of the Air Force, Harold E. Talbott, chose the present site and, on the same day, named a corner of Lowery AFB, Colorado, as the temporary site of the Academy while the permanent site was being constructed. The dedication of the temporary site and the swearing in of the first class (306 cadets) took place on July 11, 1955. Lt. Gen Hubert R. Harmon, who had been involved in much of the pre-legislation Academy planning, was recalled from retirement to become the first Superintendent. The first class of cadets to include women entered in 1976, and graduated in 1980. The Academy received two special honors on April 1, 2004 when the U.S. Postal Service celebrated the Academy's 50th anniversary with a commemorative 37-cent stamp. Additionally, the Academy's cadet area was designated a National Historic Landmark by the U.S. Department of the Interior. For more information, visit the USAF Academy's [homepage](#).

Mission

The staff and faculty of the United States Air Force Academy are charged with developing and inspiring future air and space leaders with a vision for tomorrow through academic and military instruction. The Academy prepares these future officers to assume the leadership roles of the 21st century and beyond. The US Air Force Academy is a Direct Reporting Unit (DRU).

Population Served

Population Type	Number
Cadets	4,000
Active Duty Officer	1,000
Active Duty Enlisted	1,000
Family Members	4,500

Retirees	41,000+
Civilian Employees	1,600
Reserve Component Officers	5
Component Enlisted	20

Sponsorship

To request a sponsor, contact the Military Personnel Flight at your current location and/or call the orderly room at your gaining installation and ask for the Sponsorship Point of Contact. Until you obtain a permanent address at the Academy, your mail may be forwarded to: Your Name, General Delivery, United States Air Force Academy, CO 80840. Upon arrival, pick up mail at the Postal Service Center in the Community Center, Bldg. 5136, 719-333-4262 or DSN 312-333-4262.

If checking in during normal duty hours, contact your sponsor or your unit orderly room. If you are checking in after normal duty hours, please report to our 24-hour arrival point. Our 24-hour arrival point is the Rampart Lodge, Bldg. 3130. Their phone number is 719-333-4910 or DSN 312-333-4910. Rampart Lodge is located on the Air Force Academy next to the Officer's Club on Academy Drive. In-bound civilians should report to Civilian Personnel Office (CPO), 8430 Edgerton Drive, Suite 101.

Temporary Quarters

Call the Rampart Lodge at 719-333-4910 to make reservations as soon as you receive orders. There are 30 TLF units and each unit sleeps up to five people and has a fully equipped kitchen. There are also 14 Distinguished Visitors Quarters and 69 quarters that are shared among visiting officers, senior NCOs, and visiting airmen. Newcomers are limited to a 15-day stay, additional stay is only permitted on a "space-available" basis. Please note that NO pets are allowed. There are many hotels and motels in the surrounding communities, however, availability may be limited during special events and the summer tourist season. Plan ahead and be sure you have confirmed reservations prior to arrival.

Relocation Assistance

The Newcomers Orientation and Information Fair are held monthly at the Milazzo Center, contact the Airman and Family Readiness Center for more information. Our highly rated Red Carpet Tour is held the last Friday of each month. The Loan Locker is located in the Outdoor Recreation Center in Building 5136. They do not carry linens. It is recommended that you put linens in your hold baggage or mail them to your new address. Contact the Relocation Program Team at 719-333-3444 or DSN 312-333-3444 with any questions.

Critical Installation Information

There are several changes occurring within the base housing arena that are impacting the availability of on base quarters construction of new base housing, remodeling of existing housing, and conversion from military operated to privatize housing. Due to these changes, the elementary school in Pine Valley will close in 2009. Before departing your current location, contact our Housing Office at 719-867-9688. Also note no DSN number has been established.

Sponsorship

Settling into your new location and your new unit takes time. [Plan My Move](#) is designed to assist you with information about your new location. Complimenting Plan My Move each of the military Services has a Sponsorship Program which is very helpful in providing new unit information. Sponsors can make your transition smoother. The purpose of the Sponsorship program is to:

- Provide a sense of belonging
- Ease the transition for inbound service members or civilians and their family members
- Increase productivity
- Reduce culture shock
- Help newcomers make informed decisions
- Cultivate new friendships
- Improve morale

A sponsor is someone from your new unit who is assigned to assist you settling into your new location. You can request a sponsor through your unit, or with help from the Relocation Assistance Program or the Family Center at your new installation.

Your Service will appoint your sponsor in writing. He/she will be the same or close to your rank and the same marital status, if at all possible. This person will be knowledgeable about the local community and the installation; available to assist you and your family for at least two weeks post arrival, and be someone who is positive and outgoing.

A sponsor's duties include:

- Contacting you and your family by letter of introduction or e-mail upon learning of your assignment to the installation.
- Following up with a personal phone call after contact has been made.
- Sending information about the installation/area which you may require, or putting you in touch with the resources on the web and at the installation that provide current, complete and up-to-date information such as those provide by the Relocation Program.
- Answering any questions which you or your family may have, or, again, providing the proper resources to answer those questions.
- Confirm transportation and lodging arrangements.
- Assisting with obtaining a Post Office Box for your mail.
- Meeting you and your family upon arrival.
- Accompanying you to your check in point for the unit.
- Introducing you to the Family Center and lending closet
- Providing essential service locations such as commissary, exchange, gas station, bank.
- Being available when you arrive at your installation to meet you, show you around, and help you through in-processing.

If you have not been assigned a sponsor, or have not been contacted as of yet, request one by contacting your gaining command or unit. If after contacting your new command you find difficulties in obtaining a sponsor, contact your Relocation Assistance Personnel for additional help with your move.

Service specific processes for requesting a Sponsor include:

- **Army and Defense Logistics Agency:** AR 600-8-8 outlines procedures for DA Form 5434, Sponsorship Program Counseling and Information Sheet. Sponsorship is mandatory for first term Soldiers. All Soldiers, private through colonel (excluding those completing advanced individual training (AIT) and those PCSing to long term schools) and civilian employees through grade 15 may participate in the advance arrival sponsorship program. Reactionary Sponsorship is available for individuals arriving at an installation without a sponsor. Contact the gaining unit to request a sponsor.

- **Air Force:** Gaining Unit Commander Support Staff/Military Personnel Element will assign a sponsor upon receipt of assignment notice. Assigned sponsor will then make contact with the inbound member.
- **Navy:** OPNAV INSTRUCTION 1740.3B prescribes procedures regarding Command Sponsor and Indoctrination Programs. This Program is designed to facilitate the adaptation of Sailors and their families into new working and living environments, to minimize the anxiety associated with a Permanent Change of Station (PCS) move, and afford Sailors and their families the greatest opportunity for a successful and productive tour of duty.

Command sponsor and indoctrination responsibilities begin upon receipt of PCS orders and continue until the Sailor has become an integral part of the new command and is fully cognizant of all policies, programs, services, and responsibilities available through the command. Commanding Officers shall establish a Command Indoctrination Program to include the delivery of the Navy Pride and Professionalism training per this instruction. COs should ensure all incoming personnel receive command indoctrination training within 30 days of arrival or within 3 drill weekends.

Enclosures (1) and (2) of OPNAVINST 1740.3B outline responsibilities and provide guidance for these programs. Assistance to local commands regarding the Command Sponsor Program is through the Fleet and Family Support Center (FFSC) Relocation Assistance Program staff.

- **Marine Corps:** Gaining Unit Commander will assign a sponsor on request. Overseas commands should assign a sponsor automatically, however if one is not assigned, send a request to the gaining command. A sample request form is available on our website that can be filled out and sent to the gaining command. See the following [website](#).

Sponsors' responsibilities and abilities to be available will vary from installation to installation, depending upon the priority which the installation and unit commanders give to the program; however, the Services are making the Sponsorship program a priority as research has shown the many benefits of good sponsorship to service, family members and youth.

Youth Sponsorship

The Youth Sponsorship Program depends on the availability of youth who volunteer to become sponsors. The Youth Services topic should explain the Youth Sponsorship program at your new installation, but if it does not answer all of your questions, contact your Relocation Manager to inquire about the program and acquiring a youth sponsor.

Directions to Installation

Directions to USA Academy

Base Gate Access

Traveler can enter the Air Force Academy through two entrance gates; the South Gate and the North Gate. The South Gate, a 24 hours entry point, is located off I-25 at North Academy Blvd, Exit 150B. The North Gate, located off I-25 at North Gate Blvd, Exit 156B. **Please note:** The North Gate is only opened from 6:00am to 10:30pm daily.

Directions from Colorado Springs Airport

The Academy is located 14 miles northwest of the Colorado Springs Airport. As you exit the airport, drive west (towards the mountains) on Drennan Road. Go to the 3rd traffic light and turn left onto Academy Blvd. Proceed for approximately 1.8 miles and take I-25 North (towards Colorado Springs and Denver). Continue northbound on I-25 to either Academy entrance.

Directions from Denver International Airport

If arriving at Denver International Airport (DIA), follow the signs to exit DIA Access Plaza on Pena Boulevard. Follow Pena Boulevard approximately 9 miles and exit on westbound I-70. From I-70, exit on southbound I-225. From I-225, exit on southbound I-25. Continue southbound on I-25 to either Academy entrance. DIA is approximately 80 miles North of the Academy. Please be advised; this route will traverse Monument Hill (elevation: 7,254 ft). Monument Hill can be icy during winter months.

Directions if Driving

The Academy is located 60 miles south of Denver, and is 10 miles northwest of downtown Colorado Springs. Approach Colorado Springs via I-25 from either north or south, and take exit 156B (North Gate) or 150B (South Gate) to enter the Academy. The Academy is located between I-25 and the mountains.

Directions from Bus Station

The Greyhound-TNM & O Bus Station is located at 120 South Weber, in downtown Colorado Springs. From the bus station, head south to Cimmaron (US 24), take Cimmaron west towards the mountains. Just a few blocks ahead is the entrance to I-25 North. Take I-25 (northbound) for approximately 10 miles to Exit 150B, stay in the far-left lanes, turn left and enter the Academy via the South Gate.

Check-in Procedures

Inprocessing Procedures

Before going to the Military Personnel Flight (MPF) you must in-process at your unit orderly room. You will be scheduled (by your Commander's Support Staff or Unit Monitor); who will schedule you for in-processing with Military Personnel Flight (MPF) and will schedule you to attend the Academy's Newcomers' Orientation (Newcomers' is held every third Thursday at the Milazzo Center). When in-processing with the MPF, remember to bring the sealed package from your departing base along with 5 copies of your PCS orders. This package is only to be opened by medical or in-processing personnel.

If you arrive after normal duty hours (7:30 A.M. - 4:30 P.M.) and your sponsor has not already made previous arrangements for dormitory or lodging accommodations, report to the Rampart Lodge (lodging) and the able staff will provide you with reporting information, base maps, and times of operation. You should report to your Squadron Orderly Room in uniform the following duty day morning. Bring with you the sealed package from your departing base and 5 copies of your orders. If you arrive during duty hours, report to your Squadron Orderly Room.

Important Documents to Hand Carry:

- Sealed MPF Package
- 5 copies of orders
- Spouse employment and education records
- Personal Identification documents
- Children's immunizations and School records
- Medical records
- Birth Certificates and Marriage documents

If you are departing from an installation that doesn't have a Military Personnel Flight (MPF) and are unsure of reporting procedures, call the following Key Phone Numbers to answer your questions. The Academy's Command Post (CP) can connect you to your Squadron First Sergeant after duty hours. The CP numbers are 719-333-2633, or DSN 312-333-2633.

The Unaccompanied Housing Manager Office number is 719-333-4229 or DSN 312-333-4229. The Housing Office can assist you with any concerns on off base housing and their number is 719-333-2247, DSN 312-333-2247. They are your "ready resource" for information on rentals and home buying Colorado Springs area.

Keep in mind, your sponsor has the responsibility of assisting you with your relocation needs. Use their assistance prior to and after your arrival.

What to do if you Get Married Enroute

If you get married en route during your PCS, you must inform your commander and follow the procedures exactly as you are given them. The military will not pay for travel and housing of your spouse if you do not follow the proper procedures.

Directions to Rampart Lodge

If arriving from the North, take Exit 156B, slow down, the curve is steep, veer to the right, you will enter the Academy via the North Gate on North Gate Boulevard. Stay on North Gate Boulevard for approximately one-quarter mile, then turn left on Stadium Boulevard for one-quarter mile to Academy Drive - turn right on Academy Drive. Stay on Academy Drive for approximately 2 miles, after cresting the hill, turn right (the Officers club will be on your left), then turn right again - Rampart Lodge is nestled against a beautiful wood-line setting on your left.

If you are arriving from the South, take Exit 150B, stay in the far left lanes, at the traffic lights, turn left (you are on Stadium Boulevard, the South Gate is just ahead. Stay on Stadium Boulevard for approximately 3 miles. You will pass the Thunder Bird Overlook on your right, cross over the over-pass - stay on Stadium Boulevard pass Falcon Stadium, then left onto Academy Drive. Stay on Academy Drive for approximately 2 miles, after cresting the hill, turn right (the Officers club will be on your left), then turn right again - Rampart Lodge is nestled against a beautiful wood-line setting

on your left.

Relocation Assistance

Programs and Services

While moving is always stressful, your stress can be drastically reduced if you take full advantage of the information, education, and personal assistance provided to you by the Relocation Program. This is the place to find answers and get referral to other installation resources as well as assistance with in-transit emergencies. The most important thing you can do to ensure a smooth move is to start planning early using the many Relocation Assistance program services and tools available.

Individual PCS Planning -- Most relocation programs offer one-on-one consultation for anyone needing assistance. In particular those making their first military move, first overseas move, or those with challenging and complex situations such as special needs family members or financial problems should call the Relocation Program for an appointment.

Military Installations and Plan My Move -- For managing and planning your move, use these two DoD sponsored web-based relocation tools with information on over 250 installations worldwide. You can estimate expenses, find the forms necessary for housing and household goods, keep a calendar of events and take other necessary actions to ensure a successful move.

Loan Closet -- Basic household goods items are available to borrow while waiting for your personal property pre-departure or upon arrival. The typical items in stock include: pots and pans, dishes, silverware, irons, ironing boards, portacribs, high chairs, and infant/toddler car seats. Generally, towels and bed linens are not available, so these should be packed in your hold baggage.

Workshops and Briefings -- The classes offered vary from installation to installation but you can generally find classes on buying, selling and renting smart, budgeting and finance, moving with children, general moving preparation and many other moving related topics.

Pre-departure Briefings -- Sometimes called Smooth Move or PCS Briefings, you and your spouse will want to attend for sure. These briefings provide essential information that can prevent you from making uninformed and costly decisions before your move.

Settling-in Services -- These may include welcome wagon services, local area tours with childcare often provided, or basic household items to use until your goods arrive. Overseas arrival services may include introductory language classes and cultural awareness training.

Deployment Support -- The Family Center assists unit family readiness groups and Ombudsman programs during the entire deployment cycle. Support includes services for special needs, classes on deployment preparation, managing finances, helping children adjust, family separation, return and reunion, and information on resources available locally and on-line.

Foreign Born Spouse Support -- Whether your question concerns immigration and naturalization, learning the English language or how to take local transportation, the Relocation Program provides assistance, classes and referrals.

Emergency Assistance -- From time-to-time emergencies occur while moving, the Relocation Program office has the resources to provide emergency financial assistance and referrals.

Transition Assistance -- This is a mandatory program available to assist personnel and family members when they separate from the military. The Relocation Assistance office will establish your individual transition plan and refer you to all the installation and community resources necessary to complete a successful transition.

Installation Specific Information

We no longer send out Welcome Packages. Welcome packages are given to the Command Support Staff (CSS)/Unit Monitor (UM) who, in turn, gives them to sponsor for inclusion of their personal letter, commander's letter and any other information your commander deem appropriate. Your sponsor is your most important support system at the Air Force Academy prior to your arrival. You may request a sponsor through your local Military Personnel Flight (MPF); CSS or UM. Your request will be forwarded to your Academy sponsor. Your sponsor can meet you when you arrive, direct you to the appropriate check in point, give you a "windshield tour" of the Academy and even set up a post office box for you. If you

are bringing your family, your sponsor can also assist with making lodging arrangements. If you are single and E-4 with less than 3 years time in service, fax your sponsor a copy of your orders to arrange a dorm room for you in advance.

You will be scheduled for a mandatory Newcomer's Briefing and Information fair once you check in to the MPF. Commanders are notified of no-shows. Newcomers' Orientation are usually held the 3rd Thursday of each month at the Milazzo Center (old NCO Club). Spouses are welcome and encouraged to attend to get information on spouse employment and other base services. You will have the opportunity to meet with representatives from many of the base and local community agencies such as Airman and Family Readiness, Services, local financial institutions, and the Chaplain.

Red Carpet Bus Tour for Newcomers -- The Newcomers' Orientation and Information Fair is one way for Newcomers to sign up for the Red Carpet Bus Tour. This tour is a narrated tour that is free to newcomers and family members. The tour includes a trip the number one, man-made tourist attraction in the state; the Cadet Chapel, the Equestrian Center, Cadet Jumping and Soaring area and much, much more. Sign up at Newcomers' or call the Airman & Family Readiness Center.

Emergency Assistance

Planning for Emergencies

Useful Phone Numbers

Carry telephone numbers for your former and your new Commander, Orderly Room/Duty Office, Command Post, and your sponsor. They can be invaluable in case of emergency while in transit. It is important for you to contact someone at your gaining unit and let them know where and how you are. If all else fails, contact either the Academy's Command Post at 719-333-2633 or the American Red Cross Armed Forces Emergency Service Center at 1-877-272-7337. These are both 24 hour/7 day a week operations, and can assist you in getting information to either your gaining or losing units in an emergency.

Nearest Military Installation

Locate the nearest military installation for help. You may be able to obtain assistance from the Air Force Aid Officer at the Airman & Family Readiness Center, Navy Emergency Relief or Army Emergency Relief. All the services have cross-service agreements to assist members during times of emergency. Call AAA if you are a member or ask the local information operator for a hospital or road service, depending on the emergency.

The American Red Cross

The American Red Cross is available for emergency assistance anywhere you may be. Contact the nearest chapter; phone numbers are usually listed in the white pages of the phone directory. Most hospitals have a Red Cross office or liaison. They can sometimes help with financial assistance and contacting individuals that will need to know where you are and what's happening.

TRICARE

Ensure that TRICARE agrees with your "emergency" assessment and get an authorization for treatment whenever possible. For medical care in route, if you are active duty you should use DOD facilities (any branch of service), if possible, or the Veterans Administration Facility. If none of the above are available, use civilian facilities. Take the bill to your next base and process it at your gaining medical facility TRICARE service center. Family members should try to use DOD medical facilities for emergency medical care in-route. Civilian care will be cost-shared under TRICARE. Emergency care will not require a non-availability statement but non-emergency care may require one. Contact your regional TRICARE provider to inform them of your circumstances.

Air Force Aid Officer

The Air Force Aid officer can give you additional information about contacts in the area such as the Thrift Shop, Share Colorado, or the American Red Cross. For emergency situations the Academy's First Sergeant's Diamond Council offers a voucher program managed by the Airman & Family Readiness Center. A referral from the unit First Sergeant is not required for this assistance.

Traveler's Aid

Most large airports, like the Colorado Springs Airport, have an agency call "Traveler's Aid" located in the main concourse. If you find you have an emergency while flying, try to locate if the terminal you're in have one of these organizations.

Motor Vehicles

Registration & Licensing Requirements

Colorado State law requires you to have sufficient liability insurance and a valid driver's license in order to operate a vehicle. The term "vehicle" generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Further, your vehicle must be properly registered. Even though you are in the Military, you may be required to register your vehicle in-state and obtain an in-state license within a few months of moving. Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [State Department of Motor Vehicles](#) website.

State Laws

You and your passengers must always wear seatbelts while driving, you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 6 years of age be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information.

Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

Base Regulations

Traffic -- Colorado traffic laws apply on the Academy. Seat belts are mandatory. Child seats/restraints are mandatory for all children under 40 pounds.

Vehicle Checks -- All vehicles entering the Academy are subject to search at any time. Entry to the installation indicates consent to search.

Vehicle Accidents -- Vehicle accidents should be reported to the Security Police Law Enforcement Desk.

Weapons -- Firearms may be transported in privately owned vehicles to and from authorized storage, from storage to off base, to Jacks Valley Range, or to Academy deer hunts. Firearms must be unloaded and physically separated from ammunition.

Unloaded firearms may be transported in the trunk, in a gun rack, or in clear view on the vehicle seat. Due to heightened security measures, inform the gate guard that you have an unloaded, registered weapon in the vehicle and your destination.

Registering Vehicles on Base

To register a vehicle on base, it must meet all state registration requirements, have current state registration and license plates, a current Colorado emissions sticker, and proof of insurance. Vehicles are registered at the Pass and Registration Section, which is located at the south gate entrance to the Academy.

Loan Closet

Items Available

A limited amount of "need now" items are maintained for checkout from the Loan Closet to PCSing personnel. Some of the items available for checkout are ironing boards, irons, toasters, coffee makers, silverware, dishes, glassware, and food preparation knives, cutting boards, dish cloths, measuring cups, pots/pans and sleeping mats/futons. We do not provide bed linens. It is recommended you send linens in your unaccompanied baggage or mail them to your new address.

How To Borrow

Items are checked out free of charge upon presentation of PCS orders showing assignment to a unit on or orders outbound from the Air Force Academy. Normal checkout duration is 15 days for CONUS assignees, and 30 days for OCONUS. Extensions depend upon availability. Lost or damaged items will be paid for on the spot or replaced within 24 hours.

The Loan Locker is located in the Outdoor Recreation Center, next to the on-base bank, in building 5136.

Housing - Overview

Government Housing

All newly assigned military personnel to USAFA are required to report to the base housing office. Do not seek community housing or sign a contract unless you have reported to housing first. Remember, the Academy's Legal office is always willing to review any contract before you sign it.

Eligibility -- The "targeted audience" for housing units on USAFA is those personnel who are assigned to and physically work at USAFA. However, other "eligible tenants" may also qualify to reside on the Academy. Call the Housing Referral Office 719-333-2247 or DSN 312-333-2247.

Availability -- At the USAF Academy, there are 1,210 family housing units located in two separate areas, Douglass and Pine Valleys. There are two, three, four and five bedroom units. All enlisted units and company grade officer units are duplexes. Field grade and senior officer quarters are single family units. All units include a range, refrigerator, and dishwasher. The waiting time for housing varies; however, average waiting time is approximately 4-6 months, depending on category.

EFM Housing -- Special housing needs are available upon request at the [Housing Office website](#).

Advanced Housing Application -- Please visit your local Housing office for information on the process of application for advanced housing. It is advised that you report to the housing office upon your arrival. They have lists of apartments, townhomes, and houses for rent. They also have Apartment Finders books and brochures from apartment complexes in the area, as well as commercial printed information on New Homes.

Temporary Lodging Expenses -- A maximum of 10 DAYS is authorized. It can be payable for temporary lodging expenses incurred at the member's last permanent duty station (stateside bases only) Prior to their out-process date or in the Colorado Springs area. It is not payable for any periods of leave or for travel days.

Non-government Housing

Members possibly living off-base are strongly advised to take advantage of Permissive TDY for House Hunting (see your current commander). While apartment availability is good in the region, the potential exists that there may be a waiting list of 30 days or more encountered (depending upon property location and local events, i.e., Cadet Graduation, Inter-service football game and the Annual Balloon Classic). Stand alone homes (including townhouses) for rent are not staying on the market more than 30 days. Rents for 3BR/2B stand alone homes within the immediate area are ranging from \$1200-1500/ month.

Housing in the local community runs the spectrum from furnished and unfurnished apartments, townhomes, house rentals and new homes. Off-base housing is available within reasonable commuting distance of the Academy. Prospective renters will find a variety of apartment complexes and houses in the greater Colorado Springs area and a number of town homes and condominiums from which to choose. Units are available for both short and long term rental. However, the rental market in Colorado Springs can be expensive. Generally, rental rates for unfurnished apartments range anywhere from \$550 for a one-bedroom to \$750 and up for a three bedroom. Four bedroom apartments are limited and expensive. There are many homes available for purchase in the local area, with prices varying widely by location. The average price of a 3 bedroom single family home is now about \$202,000. Mortgage rates also vary, but a typical VA home loan with \$0 down averages approximately 6%.

Where you chose to live is a highly personal matter and you need to take into consideration your needs and preferences as well as those of your family. We suggest you visit the area and drive around; talk to your sponsor and other people already here. If you plan on a house hunting TDY, consider contacting a realtor to show you around the available properties. Regardless of what you choose to do, the housing office should be your first stop. They can provide information on housing availability and lists of housing in the area tailored to your needs.

Housing Referral Office (HRO) -- Your contact for any problems you may encounter (discrimination complaints, tenant/landlord disputes, or any questions/problems about off post housing) is the HRO. Staff are available to assist you in a person to person basis to make your move to this installation an easy and pleasant one. They can provide a list of rentals with corresponding locator maps and give you information regarding the area in which rentals are located.

DoD Automated Housing Referral Network (AHRN)--Visit AHRN.com or ask at your local housing office to learn about this DoD program that is currently available for most installations. The program allows military members and families to:

- Search listings and pictures of available rentals near military installations
- Find out about shared rentals
- List their own properties for rent to other military families
- List their homes for sale by owner (FSBO) to other military members
- Contact installation housing offices

AHRN is not currently available at all installations but the phased program is adding new installations every month. Check the AHRN [website](#) to see if your next assignment is an AHRN base and check out other features to assist you in your home search.

Mobile Homes

There are no mobile home lots on base; however, several are available in the local area.

Housing - Temporary

Temporary Lodging Facility(TLF)

The Academy Temporary Lodging (TLF) Office is the first point of contact for most people arriving on temporary duty or permanent change of station orders. This is also the place for making reservations for the Visiting Airmen/Officer's Quarters and TLF. Lodging has 27 TLFs which primarily serves families who are PCSing to the Academy. The maximum stay in the TLF is 15 days, after that, reservations are on a Space Available basis. Please call 719-333-4910 or DSN 312-333-4910 for more information.

Availability

All TLFs have fully equipped kitchens and sleeps up to five people. There are 14 Distinguish Visitor Quarters and 64 quarters that are shared among visiting officers, senior Non-Commissioned Officer's (NCOs) and visiting airmen.

Pets

No pets are allowed in any transient facility.

Campground Lodging

There is also a modern RV Park with all amenities located on the Academy (FAMCAMP). Personnel who are PCSing as well as vacationing can call and make arrangements to stay there.

Housing - Government

Military Housing

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Availability

On base housing at USAFA is undergoing an extensive whole house renovation/demolition project that has taken a large number of units out of inventory for the foreseeable future. Due to this situation, the wait for all categories of on base housing is growing. This situation is expected to continue for an undetermined length of time. Contact the Housing Office at 719-333-2247 for the current status of the renovation project.

The Air Force Academy has privatized its entire housing inventory. Currently there are 599 family housing units located in two separate areas, Douglass and Pine Valleys; however, that number will be reduced to 427 units. There are two, three, four and five bedroom units. All enlisted units and company grade officer units are duplexes. Field grade and senior officer quarters are single family units. All units include a range, refrigerator, and dishwasher.

Application

To apply in advance for base housing, please contact the Housing Office at your current installation. You must submit a DD Form 1746, Application for Assignment to Housing, along with a copy of your Permanent Change of Station (PCS) orders. Your current housing office will then forward your application to the USAF Academy housing office. Your effective date will be the first day of the month prior to your arrival month.

Single Service Member Housing

Unaccompanied housing on the Academy includes 120 bed spaces. Each single person dorm room is connected to a shared kitchen via a door on both sides of the kitchen, much the same way dorms share bathrooms now. First-term unaccompanied personnel in grades E-4 (with less than 3 years time in service) and below must reside on base in the dormitories. Contact your 1st Sergeant for additional information and assignment to a room.

Household Goods - Overview

Arranging Household Goods Shipments

As soon as you are alerted to your upcoming PCS move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate to charity. Get important family records together in one place. You can even estimate the weight of your household goods before you visit your transportation office to set up the move. If you are going overseas, you should begin to plan what items you will take in your hold baggage, in your household goods shipment and what might need to go into storage. Remember for overseas assignments electricity is different and houses are generally much smaller and cannot handle large furniture.

Set up an appointment with your transportation office as soon as you have a copy of your PCS orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. The counselors will explain all your PCS move entitlements in detail. Your first decision is whether to have the government move you or whether to move yourself. There are pros and cons to each type of move. Your counselor will answer all of your questions. If you choose a government move, they will book your shipment and let you know the exact dates the movers will come. If you choose to move yourself, the counselor can assist with recommendations and tips on how to do a personal move.

Automobile

The government may ship one Privately Owned Vehicle (POV) at their expense to your new overseas location. This is handled through your transportation office. Remember to discuss your POV needs at your initial counseling session. The shipping contractor has established a [website](#) where you can track the location of your POV through the shipping process.

Shipping Pets

Planning for shipment of your pet includes researching airline requirements and quarantine and restriction laws in your new location. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation and season of the year limitations. Occasionally, small pets can be shipped on military flights but availability and regulations are always changing as well as fees. Checking the [SDDC website](#) will provide details on shipping pets.

Many international locations have strict importation laws including extended quarantines and restrictions on breeds or types of animals that can be brought into the country. Carefully research these rules as they could impact your moving schedule. Not only do overseas locations have strict rules but many locations have restrictions on dangerous dogs as well.

Delivery of Household Goods Shipments

It is your responsibility to contact the transportation office as soon as you arrive at your new duty station. Let them know how you can be contacted, phone, mobile phone and e-mail. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing.

Customer Satisfaction Survey

Once your personal property is delivered, you'll be asked to [rate the customer service](#) you received from the movers. Make sure you take the time to do this. Your feedback will make the process better for everyone.

Claims

If you have any loss or damage to your personal property you may need to file a claim. Use the front of [DD Form 1840/1840R](#) to notify the mover of any loss or damage you find at the time of delivery. If further loss or damage is discovered after the transportation provider departs, use the reverse side of the form, DD Form 1840R. You must **file DD Form 1840/1840R within 70 days of delivery**. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. A claim is separate and distinct from these forms. Your local personal property office and claims office will give you complete instructions on where and how to file DD Form 1840/1840R and your claim.

Household Goods - Shipping Pets

Boarding

Kennels are not available on the Academy, and pets are not allowed in billeting. You must make pet boarding arrangements PRIOR to your arrival. There are several pet boarding facilities available in the immediate area. Charges are subject to change. Contact the facility to find out current fees.

Pet Licensing/Immunization/Registration Requirements

All dogs and cats are required to be immunized against rabies and registered annually. Those dogs and cats housed off-base must be registered with the city/county at the Animal regulation and Disease Control Center for a nominal fee. Those animals on-base must be registered with the Academy Veterinarians Office within 5 working days of their arrival. Proof of rabies immunizations within the last year is required of all dogs and cats over 3 months of age. Registration and immunization are required yearly. If your animals were not vaccinated by the Academy vet, bring the certificate of rabies vaccination to the Vet Clinic for registration and/or updating of their records.

For licensing the cost is \$20 per year for UNALTERED DOGS and \$8 IF DOG HAS BEEN NEUTERED. For SENIOR CITIZENS, the fee is \$6 annually.

The pets must have a current rabies shot and an Academy registration on base within 7 working days of arrival. Annual registration is required.

Quarantines

There are no local pet quarantines.

Pet Travel

Plan for your pet's trip in the same way you plan your own - way in advance. A clean bill of health is an important first step in assuring your pet's ability to adjust safely to unfamiliar surroundings. In addition, most states and countries requires recent health certificates and disease inoculation documentation before you will be allowed to cross borders, making a trip to the veterinarian mandatory.

Make sure your pet has a special identification tag with your pet's name, your name, and a destination address or that of a friend or a relative. Traveling by car is sometimes the most humane way to go since you can plan regular stops for exercise and feeding. Take along your pet's food and water bowls, blanket or bedding, and a favorite toy to give him or her a touch of home.

If your pet travels with you, keep your pet on a leash when outside your car or hotel. If you plan to stay in a hotel or motel, call in advance to see if pets are allowed before you make reservations. If you plan to board your pet at your destination point, reservation are also necessary, especially during the heavy travel periods of holidays and summers.

Never leave your pet alone in a parked car. In summer, it takes only minutes for the heat to climb to more than 120 degrees, even in the shade. In winter, closed cars becomes refrigerators, and the cold can be as dangerous as summer heat. Traveling by air is another option for transporting pets. The carrier in which your pet will be spending most of his/her trip is of the utmost importance. Your pet must have room to turn freely while in a standing position and be able to use normal movements in order to stand erect or lie down in a natural position. A container for water should be secured to the inside of the carrier positioned so that it can be filled without opening the cage. A drip bottle is highly recommended. Also, include a familiar blanket or favorite toy inside the carrier.

According to federal regulations, an airline cannot accept an animal from its owner unless: 1. it is at least 8 weeks old, 2. certified as healthy within 10 days of departure, 3. it is secured inside a carrier which meets the required standards, and 4. is adequately identified. Pet owners often prefer to have their pets in the cabin section with them. This is possible, but reservations must be as early as possible. Generally, only one animal per flight is allowed in the cabin, and permission is granted on a first come, first served basis. Another requirement is that the pet carrier must fit under the seat, so this restricts the carry-on option to very small animals.

If your pet travels in the cargo section, extra care must be taken prior to boarding and after landing which will minimize the difficulties your pet may face while out of your stewardship. Purchasing the proper carrier, arranging for non-stop,

direct flights, and making sure that someone is in the baggage area when your pet arrives are safeguards that you can take to ensure your pet's safe transportation.

For smaller pets, such as birds, hamsters, gerbils, and tropical fish, consider sending them by air express. Airline freight departments or pet stores can supply shipping containers. Tropical fish should be packed by a local pet shop specializing in tropical fish.

For overseas shipment of pets aboard military flights, contact your local transportation office or Airman & Family Readiness Center for the latest information on pet shipment requirements/restrictions. Always keep in mind that shipping pets on an airline is restricted once the warmer months start. Each airline has its own rules about when pet shipment is cut off. Check with your TMO representative for more information.

Education - General Overview

Public School

There are over 10 school districts in the Colorado Springs area. You are highly encouraged to carefully review the district and school web sites before purchasing or renting a home. Some school districts are quite large and schools within that district can vary greatly on test scores, graduation rates, etc.

A recent initiative for school-age children is the development of the School and Military Parent Alliance in Colorado Springs. As a result of a three-day workshop hosted in March 2002 by the Military Child Education Coalition, local educators, military parents, and students developed strategies to meet the needs of a mobile military student. The goal of the Alliance is to help develop a local area plan designed to help counselors, teachers, school administrators and parents ease the transition of children into and out of the local school system.

Public schools normally begin instruction in the third week of August and conclude in the last week of May. Breaks are given for standard holidays and spring break. Check with your school district for a current calendar.

Registration Requirements

Children entering kindergarten must be five years old on or before 15 September of the year they are to enter kindergarten. Some schools offer full day kindergarten for free others provide half-day kindergarten at no charge but require payment for full day. All new students must provide a birth certificate, Social Security card, and proof of immunization against DPT, polio, measles, rubella, mumps, and Hepatitis B. Please check with the school you wish your child to attend to see if original documents are required.

District 20 Schools

Also, many schools, especially in Districts 20 and 11--have overflow issues; more children than available positions. In these situations, other schools nearby which are not filled to capacity are designated overflow schools and children are then registered there. Whether a child may attend the neighborhood school is often determined by the date on your rental contract or purchase date of your house. Again, check with the individual school to determine if there is an overflow issue and what documents will be required. If students need to go to a school other than their neighborhood school due to overflow, bus transportation is provided ONLY to the officially designated overflow school.

If residing on the Academy, children will attend District 20 schools. Elementary age children attend one of the two on base elementary schools; Pine Valley or Douglass Valley Elementary, middle school students attend Eagle View, and high school students attend Air Academy High School. Links to District 20 and these schools as well as others can be found in the Links section.

Colorado Student Assessment Program

Beginning in the 2001-2002 school year, all Colorado public school students in grades 3 through 10 are required to participate in the Colorado Student Assessment Program (CSAP). Beginning with the 2002-2003 school year, all 11th graders are required to take the ACT. The results of the test will be used in the School Accountability Reports (SAR). The SAR will rate the school as excellent, high, average, low or unsatisfactory. Schools that perform poorly and fail to show satisfactory improvement over time face being shut down and reopened as charter schools.

High School Graduation Requirements for Colorado

Forty-four (44) total units required (16 units of electives and 28 required units). Required units: English (8 units), Math (6 units), Social Studies (6 units), Science (4 units), Physical Education (3 units), and Health Education (1 unit).

Home Schooling

If you are interested in home schooling your children, there is a home school support group that can assist you. Please call the Airman and Family Readiness Center for the specific information.

Private Schools

Colorado Springs is home to several private and charter schools and accredited higher education institutions. If you

prefer to enroll your child in a private school, there are a large number of secular and non-secular schools from which to choose. Please check out a partial listing [on-line](#).

Education - Training (College/Technical)

Continuing Education

CLEP testing is conducted bi-monthly by Pikes Peak Community College at the Education Center. Exams from the Defense Activity for Non-Traditional Education Services (DANTES), which include College Level Examinations Program (CLEP) and DANTES subject standardized tests and certifications, are computer based and scored the same day. The only exception is the DANTES Principles of Speech examination. You must still schedule this through the Education Center.

College

The education and training flight provide military members and their families the opportunity to achieve their individual educational goals. The education center provides many educational services, both in the center and through the outreach education program.

Students have several colleges in the local area to choose from. Many of these schools have representatives who offer counseling appointments in the Education and Training Flight itself. There are also a wide variety of distance learning programs available from schools all over the country.

Colorado Christian University offers on base 5-week classes covering general education requirements for CCAF. Classes are on-going, for information on classes and programs, you can visit their [website](#).

Counselors and specialists help with applications for commissioning and degree planning. Air Force Institute of Technology courses and other professional military education courses such as Squadron Officer School, Air Command & Staff College, Air War College and Senior Noncommissioned Officer Academy can be done by correspondence. The end-of-course exams are also available.

Military personnel may apply for tuition assistance and obtain information on Veterans Administration education benefits and federal grants or loans.

Education - Local Schools

Choosing the right school for their children is a priority for military families. This article describes excellent resources for your use in planning for your child's educational needs. Parents can find current information about public, charter and private schools by using the tools below:

1. How do I choose a good school?

[Choosing a School for Your Child](#) is a U.S. Department of Education publication that will help families identify what is important in selecting a school.

[The School Visit: What to Look For, What to Ask](#) Whether you are choosing a school for the first time, or because you are in transition, this site will provide you with information about what to do and what to ask.

2. What schools are in my area (or in the area where I may move), and how good are they?

Several high quality commercial tools are available to assist in making decisions about which school to choose for your child. Listed below are these website tools along with information on how you access the information and what type of information each site provides.

Both [Great Schools](#) and [School Matters](#) provide a wealth of information for parents:

- School contact information
- Distance from zip code (provide the installation zip code, or the zip code of the area where you will be living)
- Public, private or charter school designation
- Student/teacher ratios
- Free and reduced school lunch program (an estimate of economic disadvantage)
- Great Schools provides a rating of schools and a parent comment section
- Percentage of students meeting or exceeding the state standards in math, reading and language arts
- Teachers - average number of years teaching experience, % of first year teachers on the staff
- Students: Average percentage of students absent from school for more than 15 days
- Ethnic breakdown and percent of students with English as a second language
- School Matters provides college prep scores (PSAT, SAT, ACT test scores)-for high schools only
- Great Schools also provides parents the ability to rate the schools and make comments on the schools.

For both sites, the user must enter the State and zip code to find schools in the area.

[SchoolQuest](#) was developed by the [Military Child Education Coalition](#) to help military families select schools. SchoolQuest also offers an Online Library that provides resources for families in transition. At this time, the SchoolQuest data base covers 99 military installations. The Military Child Education Coalition also provides a [data base of information](#) on each State's educational system.

[The School Report Tool](#) is available from Military OneSource that list names and locations of public, public charter, private, virtual and home schooling choices around major installations. [Charter Schools](#) are nonsectarian public schools of choice that operate with freedom from many of the regulations that apply to traditional public schools. Use this site to find one in your area.

3. How can I help plan for a successful transition in this new school and for my child's school career?

Parents often want to know about the availability of extra curricular activities and sports, or the availability of advanced classes. For these questions, it is best to contact the schools directly. It is important to ask the right questions. The following resources can help with these questions and others.

The [Toolkit for Parents](#) was developed by the Department of Defense, especially for Military Families. This 85 page booklet walks parents through preparing for the move and the first two weeks of school....what to ask, what to take, etc..

The [Military Impacted Association](#) has [checklists](#) available for military kids who are leaving or entering a new school.

The Military Child Education Coalition has a [checklist for transferring students](#) that will be helpful. Additionally, through [SchoolQuest](#), MCEC provides parents with the ability to develop a profile for each of their children, which then will provide them with a report on issues related to transferring to a new school district.

4. Question? What happens if I need help during the school year?

During the school year, there are always questions that parents have, such as "What is the best way to help with homework?" or "What if my child needs to see a counselor because my spouse is deployed?" Military OneSource helps with these questions and has 24/7 access. You can call them at 1-800-342-9647, connect to them at the website [Military OneSource](#), or [e-mail a consultant](#).

Education - Local Schools/Overseas

Overseas Schools -- What You Should Know

Moving your family from one installation to another in the U.S. can be challenging enough; but moving your family overseas presents an even more complex situation. One of the most important challenges can be summed up by this question, "Where are my children going to go to school?"

This article will provide resources to help guide military families through the many questions and decisions regarding local schools abroad.

Where do I start?

Start with the information on your new installation. Visit [Plan My Move](#) and review the installation's Education - Overview article. All of the overseas installations have dedicated a portion of the Education Overview to discussing the education options available in the local community as well as the DoD schools located on the installation, if available. Most installations overseas that allow accompanied family travel have one or more DoD schools.

What is the difference between a DoD school and an international or national school?

[DoDEA](#) is the Department of Defense Education Activity. DoDEA operates DoD schools in 12 foreign countries, Guam and Puerto Rico. All DoDEA schools are fully accredited by U.S. accreditation agencies and maintain high academic standards with well rounded educational programs.

In addition to DoDEA, the [U.S. Department of State's Office of Overseas Schools](#) mission is to promote quality educational opportunities for dependents of American citizens overseas at the elementary and secondary level. If a DoD school is not available on your installation there may be a school in the local community that is an American-Sponsored Elementary and Secondary School.

International schools are English-language schools whereas National schools are schools where courses are taught in the native language. The curriculum and grading system of an International school tends to be similar to the traditional American education system. This is a consideration if your family will be returning to the U.S. prior to your child or children graduating high school. Remember, when choosing a school it is best to try to match the school with your child's needs and expectations.

Where can I find a list of International schools in the country where my family is moving?

The Internet can be an excellent resource for finding International Schools overseas. You can find a complete directory of overseas schools on the [International Schools Services' website](#).

In addition, the [World Wide Schools](#) website is an excellent resource. From the homepage you can select the country. Once you have done this, a list of schools will appear and you can then choose which one you are interested in researching. All of the information appearing on this website is provided by the schools directly. Some of the information you may find on a school includes: a background summary about the school, the school's address, phone number, website, and even the email address of the director of the school. This information should be explored so that you can make comparisons with other International schools in the area to determine the best place for your child/children.

How do I decide what school is best for my child?

This process is much the same as it would be in the U.S. You may not have as many choices but it is important to make a list of possible schools and then begin to ask around. This is a daunting task since it is likely that there will be a language barrier. However, talk to the Relocation Personnel in the Family Center and your sponsor at your new installation who may be able to put you in touch other families with children around the same age as your child/children. Always contact the school directly and ask for references.

Once you have narrowed down your options, interview the school or schools directly. This is best done in person, if possible. Ask about: attendance, atmosphere, curriculum; grading system, tuition, accreditations, the staff and administration; as well as other practical details such as, does the school provide meals, what types of extra curricular programs are available, is there transportation, holidays and schedule, sports programs, before and after school care programs, and how is the facility maintained.

Now that I have chosen a school, how do I successfully facilitate the transition for my child?

A successful transition should be a priority during planning the move and once the move has been completed. The more knowledge you provide your child with, the more confident he/she will feel once he/she arrives at the new school. Allow your child to be a part of the decision making process, if he/she is old enough, and take his/her opinions into account.

MilitaryStudent.org provides several valuable tools to facilitate the transition process. Although many of these tools are not geared specifically to an international move the resources provided do apply to any military student transitioning to a new school in the U.S. or overseas.

Employment - Overview

Employment Opportunities

Employment prospects in the Colorado Springs area is generally very good. The unemployment rate for Colorado Springs parallels that of the nation from 4.9% to 5.5%. However, persons with clerical and office skills, computer skills and retail experience and nursing, should find work with little to no problems. Prospects are particularly good in computer technology, security and communications, other health-care, as well as banking, administration and service businesses. A fast-growing industry in our area is temporary job placement. Area employers like hiring military spouses and often fax job announcements to our A&FRC before openly advertising to the general populous. Also, the Transition Assistance Manager emails job listing to customers who have requested to be on hid mailing list. Due to the sheer volume of announcements coming in and the fact that good jobs do not stay open very long, customers are encouraged to contact companies soonest.

Military spouses who will be seeking employment should hand-carry the following items and not pack them in household goods shipments: resumes, official school transcripts, DA Form 5433-R (Verification of Overseas Employment For Noncompetitive Appointment Under EO12721 and Executive Order), copy of Civilian Leave & Earning Statement (LES), copy of spouse's orders, Standard Form 50 (Notification of Personnel Action Supporting Leave Without Pay).

Good Prospects

Defense contracted positions, teaching, nursing, and minimum wage services, insurance and construction positions are in high demand. Most sales and restaurant work is part-time. Experienced clerical workers are in demand.

Fair Prospects

Competitive positions in business exist. Positions in correctional facilities are increasing.

Poor Prospects

Management positions, telecommunications and information technology jobs are difficult to obtain.

Local Economic Climate

The economic and business climate of El Paso County is stable and growing; Fort Carson alone will soon add 10,000 active duty plus an additional 10,500 family members to the community. New housing and businesses are gearing up to handle the influx. Among the top employers are Boeing, Schriever and Peterson, Air Force bases, the Air Force Academy and Fort Carson.

Career Focus Program

Be sure to contact our Career Focus/Employment counselor at the Airman & Family Readiness Center as soon as you have orders and when you arrive. We can assist you in your search for employment. The Career Focus/Employment counselor can be reached at 719-333-3444 or DSN 312-333-3444.

Unemployment Compensation

Unemployment compensation may be available for the spouse of a newly assigned military member or civilian employee. For more information contact the [Colorado Department of Labor and Employment](#).

[Pikes Peak Workforce Center](#) - Main Office (Serving El Paso & Teller Counties) is located at 2306 E Pikes Peak Ave. Colorado Springs, CO 80909. Job Seekers can call 719-667-3700, FAX: 719-667-3754
Employers can call 719-667-3839, FAX: 719-667-3753 or TDD: 719-667-3798.

Transition Assistance Program

The Transition Assistance Program (TAP), rated "best seen" by the Department of Labor, is poised to assist all separating and/or retiring members with their job search. The program receives and distributes many new job leads daily. A resource room with computers to access jobs such as America's Job Bank is available. Trade papers, magazines and newsletters can be referenced and listings of federal, other government and private employment are prominently displayed throughout our center.

Tuition Assistance

Military personnel may apply for tuition assistance and obtain information on Veterans Administration education benefits and federal grants or loans.

New Parent Support Program

General Program Description

The New Parent Support Program (NPSP) offers information, support and guidance to military families who are expecting a child and/or have children ages birth to three years of age. Services are provided free of charge to eligible families. NPSP staff provides support in the areas of pregnancy, labor and delivery, newborn/infant/toddler care and safety, growth and development, parenting and family relationships through home visits, classes, educational /support groups and referrals to community services. NPSP staff understands the impact that military life can have on expectant and new families, including deployments and separation from family and friends, and assist families to cope with these special situations. NPSP services are tailored to each family's unique circumstances, and can help with adaptation to military life, preparation for parenthood, enhancing parenting skills, understanding growth and development, couple communication and stress management.

Staff Qualifications

NPSP services are provided by Registered Nurses and Licensed Medical Social Workers.

Eligibility Requirements

NPSP services are available to military families with an expectant mother and/or children ages birth to three years of age.

How to Enroll

To enroll in NPSP, contact your installation Family Advocacy Office.

Installation Specific Information

The Air Force Academy's New Parent Program is offered through the Family Advocacy Program; a full-time community health nurse specialist is available to assist first-time parents during adjustment periods. Call 719-333-5270 or DSN 312 -333-5270.

Child Care

Child Development Center (CDC)

The USAF Academy Child Development Center is located in upper Pine Valley, next to the Airman and Family Readiness Center TLF. The center is a modern, extremely safe facility and is accredited by the National Association for the Education of Young Children (NAEYC). The Part-day Enrichment pre-school, also NAEYC accredited, is located in the Community Center near the Shopette. Phone 719-333-6863/333-6779.

Specific guidelines set by the Air Force and DoD, including caregiver/child ratios, staff training, programs and nutritional requirements, are strictly adhered to in all locations, ensuring the well-being of each child. Catering to the needs of the individual child, the center places children in five separate age groups to match their developmental levels. Child development programs are set up to meet the physical, social, emotional, and intellectual needs of all children, and to give them the protection and security they need while away from their parents. Age-appropriate activities include creative art, music, story time, language, dramatic play, large and small motor activities and special field trips.

The center participates in the Colorado Department of Health Adult and Child Care Food program, which ensures children have nutritious meals during their stay. It also supervises a Family Home Day Care program, with a potential of 40 licensed homes at the Academy. There are well-equipped playgrounds at all the centers.

Parents are invited to visit the centers at any time to talk with the director and teachers about their children and the overall Child Development Center program.

Programs Offered

The CDC offers child care for children ages 6 weeks to 5 years old. Programs include hourly, part day and full day services based on local needs and capabilities.

- **Hourly Care** This type of care is short term, usually from one to five hours on a non-regular basis and is usually by reservation.
- **Full Day/Week Care** Child care for 5-10 hours per day, five days per week. This program usually involves children whose parents are both employed or children who live with one parent.
- **Part-Day Enrichment** This program, in CDC Center 2, is usually for children ages 3-5 years old whose parents do not need full-day service but would like their children to participate in an early childhood program (mornings and afternoons available).

Eligibility

Children of military and DoD civilians may use the center according to Air Force Instruction 34-248.

Registration

The Child Development Center is governed by AFI 34-248. Before a child's first admission, a parent or sponsor must present the child's immunization records (not to be kept in the center) and complete and sign an AF Form 1181, Child Care Permanent Record.

Costs

Fees are set according to a uniform fee structure following guidelines of the Department of Defense and the Military Child Care Act of 1989, and are based on total family income. A copy of the LES and spouse's pay stub is required to determine fees.

Family Child Care (FCC)

The use of military housing to provide child care for a small number of children in a family-type environment. Family Child Care providers are licensed through the Child Development Program. FCC programs include Extended Duty Care Program funded by the Air Force, and care when Permanent Change of Station occurs.

Youth Services

Youth Services

The four major concerns for relocating children and teens are:

- Leaving Friends -- The sooner they meet new friends, the easier it is to accept their new home. Meeting your new neighbors, and participating in school, church, and recreational activities will provide several avenues for your children/teens to meet new friends.
- School -- The quicker you can introduce your children/teens to their new school and teachers, the quicker they can adjust and accept. We highly recommend personally visiting the school with your children/teens as soon as possible. If your move occurs during summer vacation, take them by their school district to arrange a meeting if possible.
- Continuity -- Whether by involvement in church, scouting, sports, music, dance, or whatever, it is very helpful to get children/teens involved in activities that they enjoyed in their old home. Moving may also provide an opportunity to expand their activities into other fields.
- Stability -- Seemingly little things like decorating their new room similar to their old, eating at the same time, and doing other activities that were routine in your old home may prove very helpful in the adjustment process of your children/teens.

The Air Force Academy and Colorado Springs offers an abundance of youth resources which will help in their adjustment to a new home. Numerous youth activities are offered through the Colorado Springs Parks and Recreation Dept, El Paso County Parks Dept, area schools, churches, art groups, and athletic organizations in addition to on-base programs.

The Academy's youth programs encompasses school age programs for before and after school care, holiday camps, summer camps, sports, instructional classes, and membership program. Youth services provide a well-balanced learning atmosphere for children and youth. Each child will grow socially, educationally, and physically while participating in the recreational activities and educational opportunities offered in the open choice environment of the program. Many youth directed programs are greatly enhanced by the use of cadets as coaches and mentors.

The center is Affiliated with the Boys and Girls Clubs of America and Accredited by the National After School Alliance (NAA).

Membership Program

The evening programs are offered to youth and teens for high yield learning opportunities. Some of the programs include:

- Character and Leadership Development
- Health and Life Skills
- Fitness and Recreation
- Fit Factor
- Fine Arts
- Education and Career Development
- Sports Programs
- Dance and Gymnastic Classes
- Art Camps
- Teen Aviation Camp
- Science Adventure Camp
- Teen 4-H Adventure Camp

KIDS IN TOUCH WITH KIDS Pen Pal Program

The Academy's Youth Center coordinates this program. If you have children between the ages of 6 and 18 interested in corresponding with youth from Academy prior to arrival, please contact: KIDS IN TOUCH WITH KIDS 5132 Community Center Drive USAF Academy CO, 80840. You can also call 719-333-4169 or DSN312-333-4169, FAX: 719-333-4205.

Write with your name, age, mailing address, hobbies, any questions you need answered, and your gaining unit.

Youth Center

The Falcon Trail Youth Center is located in Building 5132 and can be reached at 719-333-4169. The Youth Center is a United Way organization and is affiliated with the Boys and Girls Clubs of America.

The youth center offers instructional classes in gymnastics, dance, ballet, and karate classes for youth ages 4-15. Classes meet weekly and are taught by highly qualified instructors.

Some of the programs offered at the Youth Center include:

- Before and After School Program
- Friday Fun Nights
- Friday Teen Nights
- Keystone Club
- Torch Club
- Open Recreation

Youth Sports

A large sports program includes soccer, T-ball, coach-pitch, baseball, basketball, softball, in-line hockey and football. All volunteer coaches are certified through the National Youth Sports Coaches Association. Special instructional clinics for youth are also offered in several sports during the year.

Teen Job Bank

The Youth Center offers a teen job bank through NAF HRO. The Career Focus Manager can assist youth of AD members to obtain part time or summer employment. For more info, please contact the Airman & Family Readiness Center at 719-333-3444. The Youth Center is open to all eligible youth on the Academy community. This facility offers youth and teen recreation areas, gymnasium, dance room, TV room/theater, and more.

Family Center

Programs and Services

A key resource on your installation and a gateway to accessing all of the resources available to you, the Airman & Family Readiness Center provides information, support and services to help you balance the demands of family and the military lifestyle. The Airman & Family Readiness Center is one part of the overall installation family support system, which is the network of agencies, programs, services, partnerships and individuals that supports your personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness. The Airman & Family Readiness Center should be one of your first stops upon arriving at an installation; its programs and services will be an important resource for you and your family.

Deployment Support -- Assists you and your family during all phases of the deployment cycle, providing workshops and services to help meet the challenges of deployment, as well as information and referral to deployment-related resources. Services include pre-deployment education briefings for deploying members and families; sustainment support services such as email connectivity, video phone and web camera connectivity, morale calls, applicable Air Force Aid Society programs such as "Give Parents a Break" and "Car Care Because We Care," and return/reunion/reintegration support.

Relocation Assistance -- Provides an array of services to meet you and your family's needs when experiencing a permanent change of station (PCS) move. Services include, but are not limited to various relocation workshops (i.e., buying/selling a home) to help you prepare for a move; access to Plan My Move and Military Installations Directory, web-based information systems that provide in-depth information on world-wide installations and communities; where offered, a loan closet for temporary loan of needed/basic household items while awaiting household goods; and assistance with in-transit emergencies. The Center works with other base agencies to keep relocation information current, timely and relevant to allow you to make informed decisions to ensure you experience a smooth and successful move.

Personal Financial Management -- Provides information, education, and one-on-one financial counseling to assist members and families maintain financial readiness. Services are designed to address pertinent money management issues throughout an Air Force member's active-duty lifecycle and into retirement. Financial readiness educational opportunities range from basic spend planning to long-term investing.

Employment Assistance -- The training and information provided can help you identify and reach your employment and career development goals, manage employment challenges associated with a mobile lifestyle and develop job search skills. Centers provide career planning classes, career counseling, local labor market information, employment trend tracking, skills and interests identification, job bank referrals, resources for self employment and much more.

Family Life Education -- Provides you with information and education about a variety of life cycle issues to assist you in developing resilience skills that assist in navigating a mobile military life style. Includes parenting, healthy relationships, and communication skills, among others, to help you strengthen your interpersonal competencies and social relationships.

Information and Referral -- An integral function of the family center, information and referral services can assist you in identifying and clarifying needs to determine appropriate forms of assistance and help locate needed services and programs available both on and off your installation, and national resources.

Transition Assistance -- The Transition Assistance Program (TAP) prepares separating, retiring, and demobilizing service members (and their families) with information, skills, and knowledge necessary for a successful transition from military to civilian life. The first step in your transition process is to complete the congressionally-mandated Preseparation Counseling session, which furnishes detailed information on the various benefits and services available to you. Each Center is staffed to provide personalized assistance for all your transition-related needs.

Family centers may also provide other services, such as counseling, family advocacy, fitness and recreation programs and exceptional family member support. Services vary by location.

Financial Assistance

Financial Preparedness

When preparing for your PCS, be financially prepared. We discourage taking advance military pay since it can cause you a hardship at your new duty station when it starts coming out of your check. If rotating from overseas, remember that your COLA, OHA, and other overseas entitlements will stop. Do not spend this money if it continues in your pay, since it will all be taken back once it processes in the military pay system. Stop by the Accounting and Finance Office, Bldg 2304, upon arrival to insure accuracy of pay.

Meeting financial obligations and goals is a common objective of every individual and family. There are base programs which have been established to provide long-term solutions to financial problems. For a short-term financial crisis, you may be able to get help from the Air Force Aid Society.

Personal Financial Management

The personal financial management services provided at the Airmen and Family Readiness Center include assistance with budgeting, credit management, financial planning, and basic investing. Available computer-generated spending/savings plans and the PowerPay debt repayment programs may be used to identify and compare alternate financial options. Additionally, an array of financial related information and pamphlets area available as well. Individual and family consultations are available.

The First Term Airman Center (FTAC) is the venue, through which our mandatory, for all SrA and below, who are on their first duty assignment, Financial Management course is conducted. Spouses and members of all ranks are welcome and highly encouraged to make one-on-one appointments with one the counselors.

Colorado Springs-High Cost of Living

Colorado Springs and the surrounding communities is a high cost of living area! The cost of living in the Pikes Peak region is higher than the national average. The rapid growth and economic development in the region has nudged up prices for grocery items, fuel, health care, and housing. Many tips on dealing with the costs encountered while living here are available through these and other programs and services.

While most of these high cost are associated with housing, everything else is relative. Your actual cost-of-living expenses will vary and depends on a variety of factors, to include where you chose to live. The size and specific location of your home or apartment, and whether you chose to buy, rent, are also driving factors.

Initial up front moving-in expenses can vary as well, but you may want to plan on an amount up to about \$2,000. In many cases rent is equal to your BAH. Contact the Housing Referral Office before you begin your search.

Many initial expenses will have to be paid out-of-pocket soon after your arrival. Temporary quarters may be one of your first costs. On-base TLF is \$24.00 per night. Motels in the local area range from \$40.00 to \$120.00. Do not forget to include your meal costs, child care costs, transportation costs, and kennel costs if you plan to board your pets. Once you find permanent housing, you can expect to pay other fees in advance, including first month's rent and security deposit (if you lease), telephone installation charges, and utility deposits and connection fees. Your automobile insurance rates may increase, and you may be required to pay the first two months payments to initiate coverage.

Air Force Aid Society

During your move if you find yourself in need of emergency financial assistance the Air Force Aid Society may be able to assist you.

Legal Assistance

Legal Services

The Base Legal Office provides support for installation members and dependents.

Types of Services

This assistance includes, but is not limited to:

1. Reviewing contracts
2. Domestic problems such as divorce or separation
3. Wills
4. Notary service
5. Powers of attorney
6. Claims
7. Assistance in matters involving the Soldiers and Sailors Relief Act, and federal income tax support.

Location for Services

There are two legal offices located on the Academy. One is located in the cadet area in Harmon Hall. The other is located in the 10th Air Base Wing Headquarter's building.

Deployment Support

Family Deployment Support

The Airman & Family Readiness Center stands ready to assist deploying personnel and their families. The Readiness NCO at the Airman & Family Readiness Center will meet with personnel before they deploy, go TDY 30 days or more, or leave for a short tour.

If you live on the Air Force Academy (AFA), regardless of installation military member is assigned to; the family member's first point of contact should be the Academy's Readiness NCO.

Support Programs

Outreach programs include moral calls, video phones, car care (oil change/inspection), respite/child care, squadron family gatherings, and home e-mail Family Support Center information. Support with any issues or concerns while the military member is away, is a high priority. Helpful deployment materials for family members are also available.

Health Care - Overview

Moving With TRICARE

Your [TRICARE](#) coverage is completely portable—meaning it moves with you. You're covered worldwide—both in transit to your new duty location and once you arrive—but depending on where you go you may use a different TRICARE health plan option. Additionally, you may have different steps depending on which health plan option you are using now.

When Enrolled in a TRICARE Prime Option

The TRICARE Prime options include TRICARE Prime and TRICARE Prime Remote in the United States, and TRICARE Prime Overseas and TRICARE Global Remote Overseas in regions outside of the United States. Follow these simple steps to ensure you have no break in coverage when you move.

1. Do not disenroll from your TRICARE Prime option before you move.
2. Once you arrive at your new location, update your personal information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) immediately.
3. Select a new primary care manager (PCM), when moving within the same region or submit a new Prime enrollment form within 30 days if you're moving to a new region.

Where you are moving will determine which Prime option you will enroll in.

Prime Options in the United States

TRICARE Prime

TRICARE Prime is offered in Prime service areas—geographic areas typically located around a military treatment facility—throughout the country.

- North Region [Health Net Federal Services, Inc.](#), 1-877-TRICARE (1-877-874 2273)
- South Region [Humana Military Healthcare Services, Inc.](#) 1-800444-5445
- West Region [TriWest Healthcare Alliance](#) 1-888-TRIWEST (1-888-874-9378)

If you move to a new Prime service area, transfer your enrollment by submitting a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Be sure to include all family members who wish to use Prime on the form.

TRICARE Prime Remote

In non-Prime service areas, TRICARE offers TRICARE Prime Remote. To enroll, submit a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Any TRICARE-eligible family members living with you in a TRICARE Prime Remote area can enroll in TRICARE Prime Remote for Active Duty Family Members. Be sure to include them on the enrollment form.

Prime Options Outside of the United States

TRICARE Prime Overseas

TRICARE Prime Overseas is offered in overseas areas where there are military treatment facilities or areas in which TRICARE has established a network of qualified host nation providers.

- TRICARE Europe Toll free: 1-888-777-8343; Commercial 011-49-6302-67-7432; DSN 314-496-7432 Fax Numbers: Commercial 011-49-6302-67-6374; DSN 314-496-6374 or [e-mail](#)
- TRICARE Pacific Toll free: 1-888-777-8343; Commercial 011-81-6117-43-2036; DSN: 643-2036; Remote Sites: 011-65-6-338-9277 Fax Numbers: Commercial 011-81-611-743-2037; DSN: 643-2037 or [e-mail](#)
- TRICARE Latin America & Canada (TLAC) Address: TAO-LAC, Bldg 38802, Ft Gordon GA 30905-5650; Toll free 1-888-777-8343; 1-706-787-2424; DSN: 773-2424 Fax Number 1-706-787-3024 or [e-mail](#)

If you move to an area in which TRICARE Prime Overseas is offered, transfer your enrollment by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center. Command-sponsored family members who reside with you are eligible for TRICARE Prime Overseas. Be sure to include all family members who wish to use TRICARE Prime Overseas on the form.

TRICARE Global Remote Overseas

TRICARE Global Remote Overseas is a Prime option offered in designated remote overseas locations. If you move to an area in which TRICARE Global Remote Overseas is offered, you and any authorized family members living with you may enroll by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center.

Before you move to another overseas area or to an area within the United States, contact the nearest TRICARE Service Center. Then, when you arrive in your new area, transfer your enrollment.

When Using TRICARE Standard and Extra

TRICARE Standard and Extra are available to family members only. Active duty service members are required to enroll in one of the Prime options described above.

TRICARE Standard and Extra are available throughout the United States and enrollment is not required. Any active duty family member who is registered in DEERS may use these programs by seeing any network or non-network providers that are authorized by TRICARE. In areas outside of the United States, active duty family members who don't want to use a Prime option may use TRICARE Standard Overseas by seeing qualified host nation provider.

If you're already using TRICARE Standard and Extra, moving is easy.

1. Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
2. Then, find TRICARE-authorized providers in your new area.

Here are a few things to remember about using TRICARE Standard and Extra in a new region

- In the U.S.: Visit your new regional contractor's Web site for a list of providers. Remember, if you see network providers, you'll be using the Extra option and pay lower copayments.
- Outside of the U.S.: Contact your TRICARE Service Center for help locating a qualified host nation provider. The TRICARE Extra option is not available in overseas areas.
- If you move to a new region, you'll have a new claims address for submitting your TRICARE claims.
- Learn your new region's prior authorization requirements because these requirements can differ by region.

When Using TRICARE For Life

TRICARE For Life—TRICARE's coverage for those who are eligible for Medicare—requires no enrollment and you'll have a smooth transition when you move. [TRICARE for Life](#) contact information: WPS TRICARE For Life, P.O. Box 7889, Madison, WI 53707-7889; 1-866-773-0404; TDD 1-866-773-0405

- Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
- Find Medicare providers in your new area.

If you move overseas, your TRICARE For Life coverage may change depending on where you move. In U.S. Territories such as Guam, Puerto Rico and the U.S. Virgin Islands, TRICARE For Life coverage works the same as the stateside program. But, in all other overseas locations, TRICARE For Life Overseas works differently because Medicare does not provider coverage in most overseas locations. Therefore, TRICARE is the primary payer. You can get care from any host nation provider and you will be responsible for TRICARE deductibles and cost shares.

Contact the TRICARE Area Office for the overseas area where you are moving or the nearest American Embassy Health Unit for assistance finding a host nation provider.

Getting Care Along the Way

- Routine Medical and Dental Care—Get it before you go.

Before you move, make sure you've received any routine medical or dental care you think you might need during the time you'll be traveling. Or, delay the care until you get to your new duty location.

- Emergency Care in the United States—Call 911 or go to the nearest emergency room.

TRICARE defines emergency care as medical services provided for a sudden or unexpected medical or psychiatric condition, or the sudden worsening of a chronic (ongoing) condition that is threatening to life, limb, or sight and needs immediate medical treatment, or which has painful symptoms that need immediate relief to stop suffering. If you're traveling near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are hospitalized in a civilian facility for more than 24 hours, contact your regional contractor

- Urgent care in the United States—Coordinate with your PCM and/or regional contractor

TRICARE defines urgent care as medical care for a condition that will not result in disability or death if not treated immediately but should be treated within 24 hours to avoid further complications. If you are in a Prime program, you must coordinate urgent care with your primary care manager and/or regional contractor before receiving care. If you are in TRICARE Standard and Extra or TRICARE For Life, you can receive care as you normally would. You should, however, contact your contractor as soon as possible to coordinate any prior authorizations that are needed.

- Emergency or Urgent care Overseas—Contact closest TRICARE Area Office or TRICARE Global Remote Call Center.

You don't need prior authorization for emergency or urgent care but the TRICARE Area Office or TRICARE Global Remote Call Center will help you find the best care available in the overseas area in which you are traveling.

Filling Prescriptions on the Road

You should have all your prescriptions filled before you leave, but if you need a prescription filled while you're traveling in the United States, you have several options:

- If near an MTF, fill the prescription at the MTF pharmacy.
- Find the closest TRICARE network pharmacy.
- If a network pharmacy is not available, you can visit a non-network pharmacy. In this case, you may have to pay up front for your medications and file a claim with Express Scripts, Inc., for reimbursement. For more details, visit the [TRICARE web site](#)
- The mail-order option is not recommended for a prescription you need right away, but if you'll be traveling for a long time, you can arrange for any regular prescriptions to be filled via the mail-order pharmacy.

Your pharmacy coverage is limited overseas:

- TRICARE network pharmacies are only located in the United States, Puerto Rico, Guam and the U.S. Virgin Islands. You can have prescriptions filled at host-nation pharmacies, if necessary. Host-nation pharmacies are treated the same as non-network pharmacies. If you have prescriptions filled at a host-nation pharmacy, you should expect to pay for the total amount up front and file a claim with Wisconsin Physicians Service for partial reimbursement. To learn more about pharmacy claims, visit the [TRICARE web site](#).
- To use the mail-order pharmacy overseas, the prescription must be from a U.S. licensed provider and you must have an APO or FPO address.

If You Have Questions

Your regional contractors and TRICARE Area Offices are available to answer your questions. These offices are listed above. Find even more information about moving, updating DEERS, the TRICARE regions and much more at the [TRICARE web site](#).

Installation Specific Information*Installation Hospital*

The Academy Hospital is a modern, well-equipped, 55 bed facility. The professional medical staff provides care in all major medical specialties. The hospital offers the latest technologies including CT, MRI, ultrasound, laparoscopic and arthroscopic surgery. A newly established cardiac rehabilitation facility and special procedures clinic support recovering patients who require unique medical attention. The hospital also operates a clinic in Fairchild Hall to provide medical care for faculty and staff members assigned to the cadet area.

Pharmacy

In addition to the pharmacy in the hospital, there is a pharmacy annex located in the Community Center Complex that offers a call-in prescription refill service available by calling (719) 472-3784.

Dental Care

There are three separate dental clinics on the Academy that provide oral health care to eligible beneficiaries on a space available basis. Information about the TRICARE Dental Program can be obtained by calling (800) 866-8499.

Health Care - Special Needs

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Military Treatment Facility

The clinics and services available at [Military Treatment Facilities](#) vary by location. Before you move, identify the MTF that will serve you, visit the MTF's website to learn about the clinics and services available and to get relevant contact information.

Moving to a New TRICARE Region

If you anticipate a move to another [TRICARE region](#), work with your local TRICARE Service Center (TSC) or case manager before your move to ensure the transition is as smooth as possible. On arrival at the new duty location, your sponsor should contact the Beneficiary Counseling and Assistance Coordinator (BCAC) or TSC to ensure the transition plans are in place and to obtain authorizations for TRICARE [Extended Care Health Option](#) (ECHO) services, if applicable.

Beneficiary Counseling and Assistance Coordinator (BCAC)

All TRICARE Regional Offices and most MTFs are staffed with [BCACs](#) (formerly known as Health Benefits Advisors.) [BCACs](#) provide information, guidance and assistance on benefit options, TRICARE Prime enrollment, special authorizations, status of claims and eligibility, plus assistance with referrals and appointments. If you or your family member has a more severe medical need, contact your assigned [case manager](#).

Case Management

Case management involves a team of health care professionals who help you and your family to find solutions to complex health problems. It is important to inform your case manager if you are moving as he/she will connect you with the case manager at your new location.

Extended Care Health Option (ECHO)

TRICARE [ECHO](#) provides financial assistance to beneficiaries of active duty service members who qualify based on specific mental or physical disabilities. ECHO offers an integrated set of services and supplies beyond the basic TRICARE program. ECHO is administered by regional contractors in the TRICARE North, South, and West Regions and by TRICARE Regional Offices in overseas locations.

Transporting Medical Equipment

Your [Installation Transportation Office](#) has special procedures to follow for the transportation of medical equipment that is necessary for medical treatment required by the sponsor or family member. Some types of medical equipment may be shipped in the same manner as Professional Books, Papers, and Equipment (PBP&E).

Federal and State Health Care Programs

Medicaid - [Medicaid](#) pays for medical assistance for certain individuals and families with low incomes and resources. State Medicaid programs are usually administered by departments of social service or departments of medical assistance.

Supplemental Security Income (SSI) - [SSI](#) is a cash assistance program intended to meet basic needs for food, clothing and shelter for those who are aged, blind or disabled. It provides cash to meet basic needs for food, clothing, and shelter. Families must reapply upon each move to another state.

Title V of the Social Security Act - Many states have services for children with special health care needs that are funded by the Maternal and Child Health Services Block Grant, or [Title V](#). State departments of health web sites and local health departments will provide information on state health benefits for children with special health care needs. The Maternal and Child Health Bureaus' web site has Title V information organized by State that provide you with [Title V points of](#)

[contact](#) and other pertinent information.

Other Important Resources

Debt Collection Assistance Officer (DCAO) - TRICARE has a [DCAO](#) assigned to TRICARE Regional Offices and MTFs worldwide to help beneficiaries understand and get assistance with debt collection problems related to TRICARE. Individuals who have received a notice from a collection agency or a negative credit report because of a medical or dental bill should be referred to the nearest [DCAO](#).

Family Voices - [Family Voices](#) is a national, grassroots clearinghouse for information and education concerning the health care of children with special health needs. Family Voices also has [State points of contacts](#) with useful links to State programs and organizations.

Installation Specific Information

Special Needs Assignment Coordination Program

The Special Needs Assignment Coordination Program is specifically designed to accomplish 3 goals:

- To ensure service availability for family members of active duty military in the event of a PCS
- To assist families with relocation when a medical (or special education) condition exists and services are not available at the current or projected location
- To assist families with finding resources on base and in the community

Exceptional needs can be classified as medical or educational. A medical exceptional need is one that requires specialized care (urology, neurology, psychiatry, developmental pediatrics, etc.) for an ongoing chronic illness.

An educational exceptional need is one which requires special educational services in order to progress academically. These services are identified on an Individualized Educational Plan or Individualized Family Service Plan and may include resource room, psychological services, occupational or physical therapy, adaptive equipment, etc.

Enrollment is mandatory for all active duty military personnel who have a family member with an exceptional need and enrollment will continue as long as a special need exists.

EFMP personnel can help ensure needed services are available, on or off base, at the gaining location prior to a permanent change of station move. They can also help with EFMP reassignments or deferments when needed.

The Air Force ensures members are assigned where family members with special needs can receive services required. Family Member Relocation Clearance (FMRC) is a screening process used to identify exceptional needs and determine the availability of services at projected locations.

Contact your Military Personnel Flight (MPF) for EFMP assignment assistance.

All Academy families with an exceptional medical or educational need must coordinate with Family Advocacy Office which manages the Exceptional Family Member Program (EFMP). The EFMP Officer provides case management assistance, addresses availability of required services, and refers sponsor as necessary.

Education - Special Education/EIS

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Children from Birth to Three Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and territories to provide [early intervention services](#) to children from birth to age three who are developmentally delayed, or who are at high risk of being developmentally delayed. Early intervention services may be provided by local school districts or health departments. There is no common name across States for the programs, but you may hear them referred to as Part C programs (because Part C is the section of the IDEA that pertains to early intervention).

The [National Early Childhood Technical Assistance Center](#) provides a list of State Part C directors and funded programs at their web site. [Military OneSource](#) can identify local early intervention programs for you.

- Parents of children who receive early intervention services should hand-carry a copy of the Individual Family Service Plan (IFSP) and most current evaluation reports to the new location.

Children from 3 through 21 Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and Territories to provide [special education services](#) to children who are from 3 through 21 year of age. Each local school district has a special education director, and each school should have a case study committee or school based committee (terms differ) that attends to special education students' needs.

Parents of children receiving special education and related services should hand-carry all pertinent school and medical documents to include their children's Individualized Education Program (IEP) and current testing and evaluation reports to the new school.

The IDEA requires that if a child transfers to a district in the same state, the receiving school must provide comparable services to those in the child's IEP from the sending district's until the new school develops and implements a new IEP. If a child transfers to another State, the receiving district must provide comparable services to those in the child's IEP from the sending district until the receiving district completes an evaluation and creates a new IEP.

Others who can help you:

Parent Training and Information Centers Each state is home to at least one Parent Training and Information Center (PTI). PTIs serve families of children and young adults from birth to age 22 with all disabilities: physical, cognitive, emotional, and learning. They help families obtain appropriate education and services for their children with disabilities; work to improve education results for all children; train and inform parents and professionals on a variety of topics; resolve problems between families and schools or other agencies; and connect children with disabilities to community resources that address their needs. [The Technical Assistance Alliance for Parent Centers](#) provides addresses and phone number of the centers in your state.

STOMP (Specialized Training of Military Parents) is a federally funded Parent Training and Information (PTI) Center established to assist military families who have children with special education or health needs. The staff of the [STOMP Project](#) are parents of children who have disabilities and have experience in raising their children in military communities and traveling with their spouses to different locations.

Washington PAVE
STOMP Project

6316 So. 12th St.
Tacoma, WA 98465
253-565-2266 (v/tty)
1-800-5-PARENT (v/tty)
Fax: 253-566-8052

[Email](#)

Installation/Community Information

All public schools are required by law to provide free and equal education access to children with special needs. Larger school districts have their own Special Education departments that provide a full range of special education services. Smaller school districts may contract with the Pikes Peak Board of Cooperative Services to provide programs for special needs children.

Please bear in mind that there are ten public school districts in the Colorado Springs and surrounding communities. Where you choose to live determines what school district your child/youth will attend, however, if placement in the neighborhood school does not meet the need of the student, transportation to the service school will be provided.

The Individuals with Disabilities Education Act (IDEA) ensures that all children from 3 to 21 years of age can go to school and have a fair chance to learn. This means getting school services that meet their individual needs. To meet individual needs, schools provide specially designed instruction which translates to adapting and modifying what and how schools teach. To ensure services are individualized, schools develop plans according to an Individualized Education Program (IEP). All of this is accomplished to ensure children with disabilities have a fair chance to learn.

Individual Education Program (IEP)

Eligibility for special education services is determined through the Individualized Education Program (IEP) process. In this process, a student is first referred for evaluations to determine whether the student has special needs and is eligible for IDEA services. After the evaluations are completed, an IEP team comprised of necessary school staff, the student's parents, and at the parents' or school's discretion, other individuals who know about the student's needs. The IEP team will determine whether the student has an impairment, and if so, whether the student needs special education and related services.

Impairments include mental retardation, hearing impairments (including deafness), speech or language impairments, visual impairments (including blindness), serious emotional disturbances, orthopedic impairments, autism, traumatic brain injuries, other health impairments, or specific learning disabilities.

Should your child already have an IEP in place from another state of Department of Defense school, ensure that it is hand carried along with all educational records. Do not pack these important documents in hold baggage or household goods. Doing so might result in a delay of continuity of special education services received at the losing school.

Also, keep in mind that, according to the law, Colorado schools do not have to implement the IEP as written from the losing school. While the school districts will do so to the best of their ability, an IEP meeting will be scheduled to write a Colorado IEP. This process can be facilitated quickly if the IEP is presented to school officials upon enrollment of your child in his/her respective school.

For Academy personnel, contact the Family Advocacy Office at 719-333-5270 or DSN: 312-333-5270.

Contact Information

2304 Cadet Drive
 USAF Academy, CO 80840
 Phone 719-333-4140
 Phone (DSN) 312-333-4140
 Fax 719-333-4146

[Website](#)

Automotive Services

Automotive Hobby Shop/Skills Center
 4560 Capps Road
 USAFA, CO 80840
 Phone 719-333-4752
 Phone (DSN) 312-333-4752

[Website](#)

Tuesday – Thursday 11:00 a.m. – 7:30 p.m.
 Friday – Sunday 9:00 a.m. – 5:30 p.m.
 Monday – closed
 Holidays – closed

Beauty/Barber Shops

Community Center Barber Shop
 5136 Community Center Drive
 USAF Academy , CO 80840
 Phone 719-472-1369
 Fax 719-472-1369

Monday – Friday 8:00 a.m. – 5:00 p.m.
 Saturday – 8:00 a.m. – 4:00 p.m.
 Sunday - closed
 Holidays – closed

Chapels

Community Center Chapel
 5134 Cathedral Drive
 USAF Academy , CO 80840
 Phone 719-333-3300
 Phone (DSN) 312-333-3300
 Fax 719-333-3441

[Website](#)

Monday – Friday 7:30 a.m. - 4:30 p.m.
 Saturday – 3:00 p.m. – 7:00 p.m.
 Sunday – 7:00 a.m. – 1:00 p.m.
 Holidays – For services as announced

Adult Education Centers

Education Office
 5136 Eagle Drive
 Suite P 106
 USAF Academy , CO 80840
 Phone 719-333-2269
 Phone (DSN) 312--333-2269
 Fax 719-333-3341

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 4:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Barracks/Single Service Member Housing

Unaccompanied Housing Manager
 5223 Cedar Drive
 USAF Academy , CO 80840
 Phone 719-333-4229
 Phone (DSN) 312-333-4229
 Fax 719-333-7879

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Beneficiary Counseling Assistance Coordinators

Patient Admin/Health Advisor
 4102 Pinion Drive
 USAFA, CO 80840
 Phone 719-333-5161
 Phone (DSN) 312-333-5161
 Fax 719-333-0506

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Child Development Centers

Child Development Center
 6250 Sunflower Drive
 USAF Academy , CO 80840
 Phone 719-555-6863
 Phone (DSN) 312-333-6863
 Fax 719-333-6463

[Website](#)

Monday – Friday 6:30 a.m. - 6:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Child and Youth Registration and Referral

Child Development Center
 6250 Sunflower Drive
 USAF Academy , CO 80840
 Phone 719-555-6863
 Phone (DSN) 312-333-6863
 Fax 719-333-6463

[Website](#)

Monday – Friday 6:30 a.m. - 6:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Civilian Personnel Office

Air Force Academy Civilian Personnel Office
 5136 Community Center Drive
 USAF Academy, CO 80840
 Phone 719-333-2753 / 719-333-2222 (Job Info. Line)
 Phone (DSN) 312-333-2753
 Fax 719-333-3741

[Website](#)

Tuesday Friday 9:00 a.m. - 7:00 p.m.
 Wednesday 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 4:00 p.m.
 Saturday 8:00 a.m. – 7:00 p.m.
 Sunday – closed
 Monday - closed
 Holidays - closed

Dental Clinics

Academy Dental Clinic
 2355 Faculty Drive
 USAF Academy , CO 80840
 Phone 719-333-5192
 Phone (DSN) 312-333-5192
 Fax 719-333-5633

[Website](#)

Monday – Friday 7:00 a.m. – 4:00 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Emergency Relief Services

Air Force Aid Society (AFAS)
 6248 West Pine Loop
 USAFA, CO 80840
 Phone 719-333-3444
 Phone (DSN) 312-333-3444
 Fax 719-333-7200

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Citizenship and Immigration Services

Career Focus Program Manager
 6248 West Pine Loop
 USAF Academy , CO 80840
 Phone 719-333-3444
 Phone (DSN) 312-333-3444
 Fax 312-333-7200

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Commissary/Shoppette

Commissary
 5126 Community Center Drive
 USAF Academy, CO 80840
 Phone 719-333-2428
 Phone (DSN) 312-333-2428
 Fax 719-333-2449

[Website](#)

Tuesday– Friday 10:00 a.m. - 7:00 p.m.
 Saturday – 8:00 a.m. – 7:00 p.m.
 Sunday – closed
 Monday – closed
 Holidays – closed

Educational and Developmental Intervention Services (EDIS)

Special Needs Assignment Coordination Program (SNACP)
 -Family Advocacy
 6248 West Pine Loop
 USAF Academy , CO 80840
 Phone 719-333-5270
 Phone (DSN) 312-333-5270
 Fax 719-333-4036

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Exceptional Family Member Program/Special Needs

Special Needs Assignment Coordination Program (SNACP)
 -Family Advocacy
 6248 West Pine Loop
 USAF Academy, CO 80840
 Phone 719-333-5270
 Phone (DSN) 312-333-5270
 Fax 719-333-4036

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Exchange(s)

Main Exchange
5124 Community Center Drive
USAFA, CO 80840

Phone 719-472-0861
Fax 719-719-472-0532

[Website](#)

Monday – Saturday 8:00 a.m. – 8:00 p.m.

Sunday 10:00 a.m. - 6:00 p.m.

Holidays 10:00 a.m. – 5:00 p.m.

Exchange(s)

Exchange-Cadet, (Vandenberg)
2360 Vandenhall Hall Drive
Suite 100

USAFA, CO 808040
Phone 719-472-6100

[Website](#)

Monday – Saturday – 8:00 a.m. – 8:00 p.m.

Sunday 10:00 a.m. - 6:00 p.m.

Holidays 10:00 a.m. – 5:00 p.m.

Family Advocacy Program

Family Advocacy Program
6248 West Pine Loop
USAFA, CO 80840

Phone 719-333-5270
Phone (DSN) 312-333-5270

Fax 719-333-4036
Fax (DSN) 312-333-4036

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.

Saturday & Sunday - closed

Holidays – closed

Family Center

Airman and Family Readiness Center
6248 West Pine Loop
10 MSS/DPF

USAFA, CO 80840
Phone 719-333-3444

Phone (DSN) 312-333-3444
Fax 719-333-7200

Fax (DSN) 312-333-7200

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.

Wednesday – 8:30 a.m. – 3:00 p.m.

Thursday – Friday 8:30 a.m. – 3:00 p.m.

Saturday & Sunday - closed

Holidays - closed

Family Child Care/Child Development Homes

Family Child/Day Care (In Home Providers)
6250 Sunflower Drive
USAFA, CO 80840

Phone 719-555-6863
Phone (DSN) 312-333-6863

Fax 719-333-6463
Fax (DSN) 312-333-6463

[Website](#)

Monday – Friday 6:30 a.m. - 6:30 p.m.

Saturday & Sunday - closed

Holidays - closed

Finance Office

Finance Office/Harmon Hall
2304 Cadet Drive
USAF Academy, CO 80840

Phone 719-333-4298
Phone (DSN) 312-333-4298

Fax 719-333-9708

[Website](#)

Monday – Friday 9:00 a.m. - 3:00 p.m.

Saturday & Sunday - closed

Holidays - closed

Financial Institutions

Armed Forces Bank, N.A.
USAF Academy Branch
5122 Community Center Drive

USAF Academy, CO 80840
Phone 719-472-1090 / 1-800-999-2262

Fax 719-472-0220

[Website](#)

Monday – Friday 9:00 a.m. - 3:00 p.m.

Saturday & Sunday- closed

Holidays - closed

Financial Institutions

Air Academy Federal Credit Union
5136 Community Center Drive
USAF Academy , CO 80840

Phone 719-472-8734
Fax 719-472-1759

Monday – Tuesday 8:30 a.m. - 5:00 p.m.

Wednesday – 10:00 a.m. – 5:00 p.m.

Thursday – Friday 8:30 a.m. – 5:00 p.m.

Saturday & Sunday - closed

Holidays - closed

Golf Courses

Eisenhower Golf Course
Eisenhower Golf Course
 P.O. Box 72

USAFA, CO 80840
 Phone 719-333-2606
 Phone (DSN) 312-333-2026
 Fax 719-333-4254

[Website](#)

Monday – Friday 6:00 a.m. - 7:00 p.m.
 Sunday – 6:00 a.m. – 7:00 p.m.
 Monday – 6:00 a.m. – 7:00 p.m.
 Holidays – 6: 00 a.m. – 7:00 p.m.

Hospital/Medical Treatment Facility(s)

Acute Care Clinic-Appointment Desk (TRICARE)
4102 Pinion Drive
 USAFA, CO 80840

Phone 719-264-5000
 Fax 719-333-5442

[Website](#)

24 Hour Acute Care Operation

Household Goods/Transportation Office (outbound)

Joint Personal Property Shipping Office (JPPSO), Air Force Academy Office
5136 Community Center Drive
 USAFA, CO 80840

Phone 719-333-3007 / 719-333-3008
 Phone (DSN) 312-333-3007
 Fax 719-333-3009

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Housing Referral Office/Housing Privatization

Forest City Residential Management Inc.
6556 West Columbine Drive
 USAF Academy, CO 80840

Phone 719-867-9688
 Fax 719-472-8744

[Website](#)

Monday – Friday 7:00 a.m. - 6:00 p.m.
 Saturday – 9:00 a.m. – 5:00 p.m.
 Sunday - closed
 Holidays - closed

Gymnasiums/Fitness Centers

Sports & Fitness Center
5234 Aspen Drive
 USAFA, CO 80840

Phone 719-333-3531
 Phone (DSN) 312-333-3531
 Fax 719-333-3038

[Website](#)

Monday – Friday 5:00 a.m. - 10:00 p.m.
 Saturday – 6:00 a.m. – 7:30 p.m.
 Sunday– 6:00 a.m. – 7:30 p.m.
 Holidays – 6:00 a.m. – 7:30 p.m.
 Indoor Pool:
 Monday – Friday 6:00 a.m. - 8:00 p.m.
 Saturday – 7:00 a.m. – 5:00 p.m.
 Sunday– 7:00 a.m. – 5:00 p.m.
 Holidays – 7:00 a.m. – 5:00 p.m.

Household Goods/Transportation Office (inbound)

Joint Personal Property Shipping Office-Regional Office (JPPSO-COS)
5136 Community Center Drive
 USAF Academy, CO 80840

Phone 719-333-3007
 Phone (DSN) 312-333-3007
 Fax 719-333-3009

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Housing Office/Government Housing

Government Housing/Community Management Office
8120 Edgerton Drive
 USAF Academy, CO 80840

Phone 719-333-2247
 Phone (DSN) 312-333-2247
 Fax 719-333-2458

[Website](#)

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

ID/CAC Card Processing

Military Personnel Flight
5136 Community Center Drive
 USAF Academy , CO 80840

Phone 719-333-2277
 Phone (DSN) 312-333-2277
 Fax 719-333-2547

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 4:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Information and Referral Services

Information and Referral Services Program Manager
6248 West Pine Loop
USAF, CO 80840

Phone 719-333-3444
Phone (DSN) 312-333-3444
Fax 719-333-7200
Fax (DSN) 312-333-7200

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
Wednesday – 8:30 a.m. - 3:00 p.m.
Thursday – Friday 8:30 a.m. - 3:00 p.m.
Saturday & Sunday - closed
Holidays - closed

Library

McDermott Library
2354 Fairchild Drive
USAF Academy, CO 80840

Phone 719-333-2590
Phone (DSN) 312-333-2590
Fax 719-333-4754

[Website](#)

Monday - Thursday 7:00 am - 10:30 pm
Friday 7:00 am - 5:00 pm
Saturday 9:00 am - 5:00 pm
Sunday 2:00 pm - 10:30 pm
Holidays - closed

MWR (Morale Welfare and Recreation)

MWR (Morale, Welfare and Recreation)
5136 Community Center Drive
USAF Academy , CO 80840

Phone 719-333-4802
Phone (DSN) 312-333-4802
Fax 719-333-7929

[Website](#)

Monday – Friday 7:30 a.m. - 4:30 p.m.
Saturday & Sunday - closed
Holidays – closed

New Parent Support Program

New Parent Support Group
6248 West Pine Loop
USAF Academy , CO 80840

Phone 719-333-5270
Phone (DSN) 312-333-5270
Fax 719-333-4036

[Website](#)

Monday – Friday 7:30 a.m. - 4:30 p.m.
Saturday & Sunday - closed
Holidays – closed

Legal Services/JAG

Legal Office Services JAG -Cadet Area, Harmon Hall
2304 Cadet Drive
USAF, CO 80840

Phone 719-333-3642
Phone (DSN) 312-333-3642
Fax 719-333-3644

[Website](#)

Monday – Friday 7:30 a.m. - 4:30 p.m.
Saturday & Sunday - closed
Holidays – closed

Loan Closet

Loan Closet/Locker
Outdoor Recreation
5136 Community Center Drive
USAF, CO 80840

Phone 719-333-4356
Phone (DSN) 312-333-4356
Fax 719-333-2232

[Website](#)

Monday – Friday 9:00 a.m. - 6:00 p.m.
Saturday – 7:00 a.m. - 4:00 p.m.
Sunday - closed
Holidays - closed

Military Clothing Sales

Military Clothing Sales Store
5136 Community Center Drive
USAF Academy , CO 80840

Phone 719-472-6024
Fax 719-333-3516

[Website](#)

Monday – Friday 9:30 a.m. - 5:30 p.m.
Saturday – 10:00 a.m. - 4:00 p.m.
Sunday - closed
Holidays - closed

Non-appropriated Funds (NAF) Human Resources

Human Resource Office (NAF)
5136 Community Center Drive
USAF, CO 80840

Phone 719-333-3425
Phone (DSN) 312-333-3425
Fax 719-333-2016

[Website](#)

Monday – Friday 7:30 a.m. - 4:30 p.m.
Saturday & Sunday - closed
Holidays – closed

Personal Financial Management Services

Personal Financial Management Program (PFMP)
 6248 West Pine Loop
 USAF Academy , CO 80840
 Phone 719-333-3444
 Phone (DSN) 312-333-3444
 Fax 719-333-7200

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Relocation Assistance Program

Relocation Assistance Program (RAP)
 6248 West Pine Loop
 USAFA, CO 80840
 Phone 719-333-3444
 Phone (DSN) 312-333-3444
 Fax 719-333-7200
 Fax (DSN) 312-333-7200

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Retirement Services

Military Personnel Flight
 5136 Community Center Drive
 USAF Academy , CO 80840
 Phone 719-333-2277
 Phone (DSN) 312-333-2277
 Fax 719-333-2547

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 4:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

School Liaison Office/Community Schools

School Liaison Office/Relocation Program Manager
 6248 West Pine Loop
 USAF Academy , CO 80840
 Phone 719-333-3444
 Phone (DSN) 312-333-3444
 Fax 719-333-7200

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Personnel Support Office

Military Personnel Flight
 5136 Community Center Drive
 USAF Academy , CO 80840
 Phone 719-333-2277
 Phone (DSN) 312-333-2277
 Fax 719-333-2547

[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 4:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Restaurants/Fast Food

Arnold Hall Restaurant Complex/Subway
 2302 Cadet Drive
 Arnold Hall
 USAF Academy, CO 80840
 Phone 719-472-0664

Monday – Friday 11:00 a.m. - 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

School Age Care

Youth Center/Services – Falcon Trails
 5132 Community Center Drive
 USAF Academy , CO 80840
 Phone 719-333-4169
 Phone (DSN) 312-333-4169
 Fax 719-333-4205

Monday – Thursday 8:00 a.m. – 4:00 p.m.
 Friday - closed
 Saturday & Sunday - closed
 Holidays – closed

Spouse Education, Training and Careers

Career Focus Program Manager/Spouse Employment
 6248 W. Pine Loop
 USAFA, CO 80840
 Phone 719-333-3444
 Phone (DSN) 312-333-3444
 Fax 719-333-7200

[Email](#)[Website](#)

Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Temporary Lodging/Billeting

Temporary Lodging Facility (Rampart Lodge)
 3130 Academy Drive
 USAF Academy, CO 80840
 Phone 719-333-4910
 Phone (DSN) 312-333-4910
 Fax 719-333-4936
[Website](#)
 24 Hour Operation

Travel Office

Wingate Travel
 2354 Fairchild Drive
 USAF Academy , CO 80840
 Phone 719-333-2445 / After Hours/Emergency: 866-811-9449
 Phone (DSN) 312-333-2438
 Fax 719-472-0246

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Veterinary Services

Air Force Academy Veterinarian Office
 6966 Otis Drive
 USAF Academy, CO 80840
 Phone 719-333-4055
 Phone (DSN) 312-333-4055
 Fax 719-333-7641

Monday – Thursday 8:00 a.m. – 4:00 p.m.
 Friday - closed
 Saturday & Sunday - closed
 Holidays - closed

Welcome/Visitors Center

Barry Goldwater Visitor Center
 2346 Academy Drive
 USAF Academy , CO 80840
 Phone 719-333-7743
 Phone (DSN) 312-333-7743
 Fax 719-333-4402

[Website](#)
 Monday – Sunday 9:00 a.m. - 5:00 p.m.
 Holidays - closed

Transition Assistance Program

Transition Assistance Program (TAP)
 6248 West Pine Loop
 10 MSS/DPF
 ATTN: TAP
 USAF Academy, CO 80840
 Phone 719-333-3444
 Phone (DSN) 312-333-3444
 Fax 719-333-7200
 Fax (DSN) 312-333-7200

[Website](#)
 Monday – Tuesday 8:30 a.m. - 4:00 p.m.
 Wednesday – 8:30 a.m. – 3:00 p.m.
 Thursday – Friday 8:30 a.m. – 3:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

VA Facilities

VA Facilities
 ACAP Building 1118
 Room 173
 Fort Carson, CO 80913
 Phone 719-526-1818
 Phone (DSN) 312-526-1818
 Fax 719-524-2080

Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays – closed

Victim Advocate Services

Victim Advocate Services
 Staff Judge Advocate
 2304 Cadet Drive
 USAF Academy , CO 80840
 Phone 719-333-3642
 Phone (DSN) 312-333-3642
 Fax 719-333-3644

[Website](#)
 Monday – Friday 7:30 a.m. – 4:30 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Youth Programs/Centers

Youth Center/Services - Falcon Trails
 5132 Community Center Drive
 USAFA, CO 80840
 Phone 719-333-4169
 Phone (DSN) 312-333-4169
 Fax 719-333-4205

[Website](#)
 Monday 9:00 a.m. - 12:00 p.m.
 Monday – Friday 6:30 a.m. – 6:00 p.m.
 Saturday & Sunday - closed
 Holidays - closed

Major Units

306th Flying Training Group (FTG) Provides Airmanship Training for cadets.

United States Air Force Academy

Contact Information:
Superintendent (Harmon Hall)
COM: 719-333-4140
DSN: 333-4140

34th Training Wing

Contact Information:
Commandant
COM: 719-333-4290
DSN: 333-4290

Admissions

Contact Information:
Director
COM: 719-333-3070
DSN: 333-3070

United States Air Force Academy Hospital

Contact Information:
Command Surgeon
COM: 719-333-5101
DSN: 333-5101

10th Mission Support Squadron

Contact Information:
Commander
COM: 719-333-3535
DSN: 333-3535

10th Civil Engineer Squadron

Contact Information:
Commander
COM: 719-333-3049
DSN: 333-3049

10th Communications Squadron

Contact Information:
Commander
COM: 719-333-3100
DSN: 333-3100

50th Training Squadron

Contact Information:
Commander
COM: 719-333-3582
DSN: 333-3582

98th Flying Training Squadron

Contact Information:
Commander
COM: 719-333-3653
DSN: 333-3653

10th Mission Support Group

Contact Information:
Commander
COM: 719-333-0004
DSN: 333-0004

10th Air Base Wing-Commander

Contact Information:
Commander
COM: 719-333-1010/1013/1014
DSN: 333-1010/1013/1014
FAX: 719-333-2239

Dean of the Faculty

Contact Information:
Dean
COM: 719-333-4270
DSN: 333-4270

Department of Athletics

Contact Information:
Director
COM: 719-333-4008
DSN: 333-4008

United States Air Force Academy Preparatory School

Contact Information:
Commander
COM: 719-333-2583
DSN: 333-2583

10 Civil Engineer Contracting Operations

Contact Information:
Commander
COM: 719-333-3275
DSN: 333-3275

10th Security Forces Squadron

Contact Information:
Commander
COM: 719-333-2007
DSN: 333-2007

10th Services Squadron

Contact Information:
Commander
COM: 719-333-4801
DSN: 333-4801

94th Flying Training Squadron

Contact Information:
Commander
COM: 719-333-2495
DSN: 333-2495

557th Flying Training Squadron

Contact Information:
Commander
COM: 719-333-3650
DSN: 333-3650

Army & Air Force Exchange Services

Contact Information:

General Manager

COM: 719-472-6000

Det 808AFOSI

Contact Information:

Commander

COM: 719-333-3305

DSN: 333-3305

Joint Personal Property Shipping Office

Contact Information:

Commander

COM: 719-554-9298

Air Force Academy Commissary

Contact Information:

Commissary Officer

COM: 719-333-3575

DSN: 333-3575

DOD Medical Exam Review Board

Contact Information:

Commander

COM: 719-333-3560

DSN: 333-3560

Defense Document Automation Service

Contact Information:

Director

COM: 719-333-2351

DSN: 333-2351