



Troops & Families

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PLAN MY MOVE

Military OneSource 24/7 family assistance 1-800-342-9647

## Plan My Move Booklet for Fort Leonard Wood

### Overview



#### **Location**

Fort Leonard Wood, a military community located in the beautiful south central Missouri Ozarks, covers more than 61,000 acres. The fort is located in Pulaski County, which has a population of nearly 38,320. Bordering the installation to the north are the towns of Waynesville and St. Robert, with an estimated combined population of 4,937. The post is two miles south of Interstate 44. St. Louis is a 2-hour drive to the east along I-44 and Springfield, Missouri, is a little more than an hour's drive to the west. This vicinity is not a high cost of living area. The base operator's phone number is 573-596-0131 or DSN 312-581-0131.

#### **History**

In January 1941, the installation was designated as Fort Leonard Wood, in honor of Major General Leonard Wood, a distinguished American Soldier who served for 40 years and was the Army's Chief of Staff from 1910 to 1914. Since 2000, Fort Leonard Wood has been home to the Army Engineer, Chemical, and Military Police Schools, under the combined Maneuver Support Center (MANSCEN). For more information, go to the [Fort Leonard Wood homepage](#).

#### **Mission**

Fort Leonard Wood Garrison Command is proud to have 1st Engineer Brigade, 3rd Chemical Brigade, 14th Military Police Brigade and many more on the installation to make Fort Leonard Wood #1 in training.

#### **Population Served**

Fort Leonard Wood is home of the U.S. Army Maneuver Support Center, where all chemical, engineer and military police soldiers, plus many marines, airmen, sailors, coast guardsmen and international students from allied nations receive training. The post is also the home of the 3rd Chemical Brigade, where thousands of new recruits receive their basic training every year.

#### **Base Transportation**

An on-post shuttle service, available to military in uniform, during duty hours, is provided.

#### **Sponsorship**

To benefit from the Fort Leonard Wood Sponsorship Program, it is essential that Army personnel complete DA Form 5434 (Sponsorship Program Counseling and Information Sheet) immediately upon receiving notification of assignment to Fort Leonard Wood. Completed forms can be forwarded to the addresses on the Sponsorship page in Newcomers Information on the [Fort Leonard Wood web site](#). Members of the Air Force, Marines Corps, and Navy should contact their particular service office at Fort Leonard Wood. See the Major Units Listing for more information.

If you need a change of address for Fort Leonard Wood, contact the local Post Office at your current duty station and request a change of address card and a Post Office Box at Fort Leonard Wood. The cost is \$19.00. Your local Post Office will mail the request and the payment to the Fort Leonard Wood Post Office. The Fort Leonard Wood Post Office phone number is 573-329-5909.

**Temporary Quarters**

The Lodging Office is located in the Soldier Service Center in Bldg. 470 and is open 24 hours a day, seven days a week. Reservations can be made in advance by calling 573-596-0999 or toll free 1-800-677-8356. Pets are allowed in eight post lodging facilities on Community Drive. The cost is \$5.00 per day per pet. A waiting list is maintained for these cottages as they are much in demand for PCS families.

**Relocation Assistance**

Army Community Service has a great relocation program to include New Comer's Orientation held every 3rd Wednesday of every month, from 8:30 - 10:00 am, at the Pershing Community Center. A Loan Closet is available to personnel PCSing in or out of the installation. Contact us at 573-596-0212 or DSN 312-581-0212.

## 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 1740.3C 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 1740.3C 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 Fort Leonard Wood**

#### *Directions if Driving*

Fort Leonard Wood is located in South Central Missouri and adjacent to the towns of St. Robert and Waynesville, Missouri in Pulaski County. St. Louis is 130 miles to the East and Springfield is 80 miles to the west on I-44.

If driving, the most direct route is by Interstate 44, which runs from St. Louis to Oklahoma City. About halfway between the cities of Lebanon and Rolla are the St. Robert, Waynesville and Fort Leonard Wood exits, with signs marking the route to the post. Take exit 161 for the easiest route to Fort Leonard Wood.

#### *Directions by Bus*

Greyhound Bus Lines only provides runs from the Lambert International Airport in St. Louis to 718 Missouri Avenue, St. Robert (just outside the main gate to Fort Leonard Wood) for reservations **only**.

### **Airports**

Car rental and bus transportation are available from Lambert International Airport, St. Louis. American Connection, owned by American Airlines, also has direct flights to Fort Leonard Wood from St. Louis, phone number 573-329-4200.

## **Check-in Procedures**

### **Reporting Procedures**

#### *Active Army Personnel*

Active Army personnel report to Central In/Out Processing Office, Building 470, Room 2102, during duty hours, 7:30 a.m.-4:30 p.m.. During non-duty hours, single soldiers report to Charge of Quarters in 1st Brigade, Building 844, Phone: 573-596-0225. Soldiers arriving with family members should report to Post Lodging Office in Building 470.

#### *Marine Corps Personnel*

Marine Corps personnel report to Building 842 during both duty hours and non-duty hours.

#### *Navy Personnel*

Navy personnel report to Building 838 during both duty hours and non duty-hours.

#### *Air Force Personnel*

Air force personnel report to Building 1703A between 7:30 am until 4:30 pm. After duty hours, Non-Prior Service Students report to CQ, Building 1729, and TDY personnel report to Post Lodging, Building 470.

#### *AIT Students*

During duty hours, inprocess at Building 470, Room 2102.

#### *Basic Trainees*

Report to the Reception Station at Grant Hall, Building 2100.

### **Non-Duty Hour Points of Contact**

<b>Unit</b>	<b>Phone</b>
58th Transportation Bn	573-596-6401/5400/0792
35th Engineer Bn	573-596-0385
3rd Chemical Bde	573-596-0805/8321
14th Military Police Bde	573-596-0968
169th Engineer Bn	573-596-0785

### **Important Documents To Hand Carry**

Passports	Travelers checks
Drivers License/ Military ID's	Social Security cards
Naturalization papers and complete information on citizenship proceedings	Medical & Immunization Records for family and pets
Power of Attorney	Financial Records
Credit Card Information	Bank Account information
Tax Records	House Paper work
School transcripts	Official Birth, Marriage, Divorce, or Adoption Certificates
Employment records and References	Address Book
Insurance policy, Car titles & Registration	Military records/ Orders
Sales receipts for household furniture and other HIGH value items	Shipping papers

### **Travel Planning**

The Lodging Office is located in Bldg 470 and is open 24 hours a day. Reservations can be made in advance by calling 573-596-0999 or toll free 1-800-677-8356.

**Married Servicemembers**

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

## **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**

Upon arrival of Army personnel to Fort Leonard Wood, your first stop will most likely be the Soldier Service Center (building 470). The Soldier Service Center is designed as a one stop in/out processing center. Listed below, you will find room numbers for the offices you may need to visit at the Soldier Service Center

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Military Personnel in-processing for officers	Rm: 2118
Military Personnel in-processing for enlisted	Rm: 2118
Housing Office	Rm: 1208
Lodging Office	Rm: 1201
Transportation Office	Rm: 1205
Finance Office	Rm: 1121
Army Community Service	Rm: 1126

A Newcomer's Orientation is held the 3rd Wednesday of each month (except December) at the Pershing Community Center beginning at 0830. Designed for newly arrived soldiers, sailors, airmen, marines, their spouses and new civilian personnel. All military (Major and below who have recently arrived are required to attend).

Child care for Newcomer's is provided by Child Development enter(CDC) during the orientation. We have childcare, but reservations must be made 10 days in advance . Some registration paperwork must be filled out in the office, building 470, room 1111, prior to the orientation. A current immunization record must be presented at the time of registration. If your child has special needs, it is important that the we are informed in advanced to ensure that the CDC, or SAS, is able provide adequate care for your child. Parents are required to complete a child/family orientation at the CDC or SAS prior to utilizing the free hourly childcare offered while attending the Newcomer's Orientation.

Call ACS for details regarding the weekly bus tour.

The Fort Leonard Wood Relocation Readiness Office offers the following services:

New Comer's Orientation	Installation Welcome Packets
Sponsorship Training	Overseas Orientation
Individual Counseling	Loan Closet
Video Tapes on Overseas Destinations	Information and Referral
Bus Tour on Post	Stateside PCS briefs
Outreach for waiting spouses	

## **Emergency Assistance**

### **Planning for Emergencies**

#### *Emergency Contacts*

Army Emergency Relief (AER) provides financial assistance for valid emergency needs. If you experience an emergency while in route to Fort Leonard Wood contact the nearest American Red Cross Office (1-877-272-7337) or the closest military installation's aid society for assistance. You may also seek Army Emergency Relief assistance for moving expenses, such as, rent and security deposits when you arrive at Fort Leonard Wood.

### **Important Documents/Hand Carry**

Make sure you have a copy of your orders, leave papers, and your military ID card while traveling.

### **Medical Assistance**

If you are traveling with family members and experience minor medical problems, contact TRICARE information at 1-888-874-9378 to locate the nearest approved medical provider. For emergency medical situations, contact the nearest medical facility or call 911.

### **Road Assistance**

Check your POV insurance policy to see if it offers roadside emergency assistance. Some new vehicles offer emergency roadside assistance, so check your owner's manual or window for a sticker, which indicates this service. Make a list of military installations or American Red Cross offices along or near your travel route. You should make a checklist of these agencies before you begin your journey.

#### Emergency Phone Numbers

Ambulance	573-596-2155
American Red Cross	573-329-3333
Army Emergency Relief	573-596-0212
Emergency Dental	573-596-2157
Emergency Medical Service	9-1-1
Explosive Ordinance Disposal	573-596-2818

## **Motor Vehicles**

### **Registration & Licensing Requirements**

Missouri 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 7 years of age and 80 pounds 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.

### **Missouri Driver's License**

You are not required to have a Missouri driver license if:

- You are a member of the Armed Forces and you have a valid license from your home state.
- You are a full-time student, and you have a valid license from your home state.
- You operate or temporarily operate or move any farm tractor or implement on a highway for agricultural related purposes.

You are required to have a Missouri driver license if:

- You live in Missouri, are 16 years of age or older, and plan to drive.
- You are a new resident of Missouri and want to drive, even if you have a driver license from another state.
- You are an out-of-state commercial driver who has moved to Missouri within the last 30 days.

### **Registering Vehicles in Missouri**

To register a vehicle from out of state, you must take the following to a Missouri Fee Office:

- Vehicle Title and registration
- Bank name and mailing address of leinholder
- Missouri safety inspection if vehicle over 2 years old
- Proof of insurance
- EOM LES (current from past 3 months) if not a Missouri Resident.
- Notarized Lien release-if applicable

**Loan Closet****Items Available**

Loaner Kit-includes: Silverware, flatware, cooking utensils & some baking items.	Iron
Ironing Board w/Cover	Laundry Basket
Car Seat	Booster Seats
High Chair	Porta Crib
Sleeping MATS	Crock Pot
Coffee Pot	Toaster
Microwave	Television
Pots/Pans Set	
	24hr Check Out ONLY
	Vacuum
	Carpet Cleaner

Please note: we do not provide bed linens.

**How to Borrow**

The Loan Closet is located in Dillard Hall (Soldier Service Center), Bldg 470, Rm 1126. Our hours are from 7:30 am until 4:30 pm. We are generally open during the normal lunch hour from 11:30 am until 12:30 pm. Personnel on PCS orders to FLW are authorized to check out items for 30 days. If your household items do not arrive within the 30 days, we can provide an extension. The Loan Closet does not carry any linen or bulk furniture.

Bring a copy of your orders and a valid Military ID. If you have any questions, please call us at 573-596-0212.

## **Housing - Overview**

### **Government Housing**

#### *Privatization*

American Eagle Communities and Fort Leonard Wood have partnered to provide family friendly neighborhoods for the Service Members assigned to Fort Leonard Wood. American Eagle assumed control of 2496 Family Housing Units in March of 2005. RCI will improve the quality of life for about 2,242 families residing on Fort Leonard Wood. The overall family housing appearance and function within Fort Leonard Wood will weave the natural and built environments together as a planned community.

#### *Single Service Member Housing*

There are no permanent party Bachelor Officer Quarters at Fort Leonard Wood. Bona fide bachelors in the grade of E1 to E3 are assigned space in Specker Barracks. Bona fide bachelors in the grade of E4 to E5 are assigned living quarters on Indiana Ave. These are renovated family quarters that have been reallocated for use by single soldiers. All personnel in the grade of E6 to E9 must reside off post. Sponsors (single soldiers with legally supported family members), and geographic bachelors are required to reside off post.

### **Non-government Housing**

*Housing Referral Office-(HRO)* --The HRO is your contact for any problems you may encounter such as discrimination complaints, tenant/landlord disputes, or any questions or problems about off-post housing is the HRO. The HRO will provide you a list of rentals with corresponding locator maps and give you information regarding the communities in which the rentals are located. All renters should carry renters insurance against fire, theft and other damages. The property owner's insurance will cover the property but not the renters personal property.

*DoD Automated Housing Referral Network (AHRN)*--Visit [AHRN.com](http://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.

## **Housing - Temporary**

### **Temporary Lodging Facility**

#### **Reservations**

Service members and their families that are on PCS orders for Fort Leonard Wood can make reservations 60 days prior to their arrival date. Maximum length of stay is 30 days without forfeiture of BAH. Graduation visitors (immediate family) can make reservations two weeks prior to the graduation date.

Reservations can be made by calling 573-596-0999, 1-800-677-8356 or DSN 312-581-0999. You may also visit us [online](#).

#### **Availability**

There is a waiting list for the eight cottages for use by PCS families with pets for an additional charge of \$5.00 per day, *Please note there is a 30 day waiting list.* Retirees can call 30 days prior.

#### **Rates**

Rate is \$32.00 per night and \$5.00 for each additional person and/or pet.

## **Housing - Government**

### **Family Housing**

#### *Eligibility and Availability*

Family housing on Fort Leonard Wood is available for all ranks and includes 2, 3 and 4 bedroom cape hart units. Waiting times vary and it is best to check with the housing office for current vacancy projections. Housing is assigned based on eligibility date, in accordance with AR 210-50. Priority housing is provided for incumbents of Key and Essential positions as designated by the installation commander, or in certifiable medical emergency situations. Exceptional family member accessible housing is available.

#### *Privatization*

As part of the Army's Residential Communities Initiative (RCI), American Eagle Communities Midwest, LLC, began management of on post housing in February 2005. The impact on service members and their families is as follows:

- Lease signing - Service members will sign rental leases
- Basic Allowance for Housing (BAH) - BAH is paid for rent, utility allowance and insurance. Dual military in housing lose only senior member BAH w/dependent rate. BAH will show on the LES as an entitlement and then withdrawn as an allotment.
- Utilities - DOD has implemented a utilities policy. Only new and renovated homes will be metered. This will not happen immediately; the process will be phased in over 9 years. The Utility Allowance (UA) is computed annually based on the average usage for specific types of homes. Rebates will be issued for usage below the average. Residents will be billed for usage above the average. Rebates/bills will be computed every six months. American Eagle Communities will pay for water, sewage and trash collection.
- Pets - Two walking pets per household. New residents will be subject to breed restrictions due to liability issues. Restricted Breeds: Stafford Terriers, Yankee Terriers, Akitas, Presa Canarios, Pit Bulls (American Bulls), Rottweilers, Chows and Wolf Hybrids. All dog owners must have a fenced back yard.

### **Single Service Member Housing**

Unaccompanied personnel housing is centrally managed by the Barracks Management Branch in Bldg 470, Rm 1218. Newly arrived single soldiers need to in-process through the Barracks Management Branch for assignment of available space or approval to reside off post.

Bonafide enlisted soldiers arriving on weekends and holidays may go to the Lodging Office in Bldg 470 for assignment of a transit room at no cost. They should report to the Barracks Management Office on the next normal duty day for assignment of a permanent room.

Bonafide bachelors in the grade of E1 to E3 are assigned space in Specker Barracks. Most of the barracks have been renovated and are furnished to include a refrigerator.

Bonafide bachelors in the grade of E4 to E5 are assigned living quarters on Indiana Ave. These are renovated family quarters that have been reallocated for use by single soldiers. They are completely furnished. Quarters are assigned one service member per bedroom.

Personnel in the grade of E6 to E9 must reside off post.

There are no permanent party Bachelor Officer Quarters at Fort Leonard Wood.

### **Other**

*Recycling* -- Recycling is mandatory on Fort Leonard Wood. The Recycle Center is located at 2353 Ordinance Road. They are open Monday-Friday 8am until 4pm.

## **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**

### **Registration and Vaccinations**

If you live on post your animals must be registered through Veterinary Services. All pets must be registered within 10 working days of arrival. All dogs must have a yearly rabies, heartworm, and distemper vaccination. Yearly fecal checks are also required. All dogs must also have a microchip implant within 10 days of arrival.

### **Quarantines**

There are no quarantines required for pets in the state of Missouri unless there is a reason to suspect rabies. Privately owned horses stabled on Fort Leonard Wood are placed under quarantine until checked by Veterinary Services.

### **Boarding**

Pets are allowed in eight post lodging facilities on Community Drive. The cost is \$5.00 per day per pet. A waiting list is maintained for these cottages as they are much in demand for PCS families.

Most motels will accept pets; however you need to check with the motel you choose to stay in. Pets need to have rabies vaccinations.

### **Pet Businesses**

If you plan to breed and sell animals off post, you must contact the State Veterinarian's Office for regulatory requirements.

### **Pet Travel**

#### *Air Mobility Command (AMC)*

Two pets are allowed on a available space. The kennel and pet cannot exceed 150 lbs total weight. Cost starts at \$90.00 basis, and increases depending upon total size and weight of pet and kennel. If a passenger arrives at port and his pet and kennel weigh 20% more than stated in GATES, the pet will be subject to removal.

#### *Commercial Flight*

Each airline varies on cost depending on weight of pet and kennel. Cost starts at \$90.00 per pet. Transportation requests the reservation for pet space, but it is up to the owner to call the airline for cost information and confirmation. Certification from veterinarian must be within 10 days of flight date.

## **Education - General Overview**

### **Public School**

Waynesville R-VI Schools serve an area and population unlike any other in the state of Missouri. About 75 percent of its students are military family members whose parents are assigned to nearby Fort Leonard Wood. The remaining 35 percent are from the Waynesville-St. Robert communities. This results in a mobile school community bringing a variety of experiences to the classroom. Many of the students in the school district were born in other states than Missouri and some in foreign countries.

There are 4 elementary schools located on Fort Leonard Wood. There are two elementary schools, one middle school and the High School located in Waynesville. Grades 9-12 attend Waynesville High School which is accredited by the North Central Association.

Students attending High School are bused from Fort Leonard Wood to the High School. Students living off-post are also bused to their respective schools.

### *Enrollment*

The Waynesville School District normally designates two days in July as enrollment dates for new families moving into the area. Students in grades kindergarten through twelve who live within school district boundaries including housing on Fort Leonard Wood are encouraged to enroll in the building assigned for their residence location. To locate what school district you are residing in call 573-774-6002.

New students should bring the following to enroll:

- last grade card,
- a transfer sheet (if provided), and
- a shot record (see Immunizations) along with any other information available from previous school.
- a current I.C.P and diagnostic report, if special education

### *Kindergarten and First Grade Entry Requirements*

According to Missouri law, a child is eligible for admission to kindergarten in the Waynesville R-VI Schools if the child reaches the age of five before the first day of August for the current year. To be eligible to enter first grade, children must reach the age of six prior to August 1 of the current year. Any child, who successfully completed kindergarten in an out-of-state accredited school, or a Missouri accredited urban or metropolitan school, will meet age requirements for entrance into grade one. A registered birth certificate must be presented at the time of enrollment for kindergarten and first grade students who are enrolling in the Waynesville School District for the first time.

### *School and Sports Physicals*

Students who are entering the Waynesville District for the first time must have a recent physical examination prior to entrance into school. A physical examination must have been completed within the last twelve months by a duly licensed medical practitioner. Physical exam forms are at the Fort Leonard Wood General Army Hospital local doctors' offices, and individual schools.

If your student will be playing sports during the upcoming school year, he/she must have a physical dated after February 1, 2004, on file at the athletic office before the first day of practice. Students playing sports will use the same physical forms as used by students entering school for the first time.

### *Immunizations*

Missouri state law states that all immunizations must be current and up to date before attending school. No student will be allowed to attend school if their immunization is past due. If you received a notice that your student needs an immunization, be sure to bring proof of this updated immunization to the school before the first day of class. New students must present immunization records at the time of registration that comply with Missouri state law requirements. Missouri law requires all kindergarten through eleventh grade students to obtain Hepatitis B immunizations. This requires a series of three shots which must be completed or in progress when school begins. For

questions, please contact the Fort Leonard Wood Immunization Clinic at 573-596-1768 or Pulaski County Health Department in Crocker, Missouri, at 573-736-2217. For specific information or assistance, you may contact the school nurse at the building assignment in your attendance area.

#### *Day Care Centers*

All Students in off-post day cares within the school district with TEN or more school age students will be bused to Freedom or East Elementary. This provision will be verified by the schools at the beginning of each semester annually. Parents are responsible to notify the school when their children will be attending day care centers.

#### *Transportation*

Bus transportation is provided to/from all elementary schools on Post and Wood Middle School for students attending the School-Age Child Care Services center on Fort Leonard Wood and from the middle and High School to the Pippin Youth Center on Fort Leonard Wood.

#### **Adult Education**

The Truman Education Center, located in Building 499, offers a number of education opportunities for the community, including college classes, testing services, on-duty classes, computer-based instruction, education counseling and professional learning center services. Its central location, professional staff, and high quality programs are distinct assets to the post. Six accredited colleges offer more than 70 on-post undergraduate and graduate degree programs. Central Texas College is based in Killeen, Texas; Columbia College, Drury University, Lincoln University, Park University, and Webster University are all Missouri-based colleges. Service members may use Tuition Assistance or GI Bill benefits toward tuition costs. Military and civilian students can use loans, grants and scholarships to help pay college expenses. Additional Learning Programs: Also offered are GED preparation classes, English as a Second Language classes.

#### **Private School**

There is only one private school located in the immediate Fort Leonard Wood area. The other private schools are located approximately 30 miles away in the city of Rolla, MO.

## **Education - Training (College/Technical)**

### **Installation Education Center**

The Truman Education Center on Fort Leonard Wood has a wealth of information for soldiers and/or spouses wanting to continue start their education. The center should be your first point of contact. Retired military and DA civilian may also use the resources.

Bruce C. Clarke Library is available on post to provide both recreational and educational references to support off and on-duty educational needs.

### **College**

The Truman Education Center, located in Building 499, offers a number of educational opportunities for the community, including college classes, testing services, on-duty classes, computer-based instruction, educational counseling and professional learning center services.

## Library

**Army General Libraries - something for everyone!** From art and photographic exhibits...to community related programs, Army libraries have something for everyone. Connect to the world via the Internet. Prepare projects/presentations using office software. Search the library's electronic catalog. Log into Army Knowledge Online from home, office, or library to access full-text databases, magazines, newspapers, ebooks and audio books 24/7 anywhere, anytime. Look for jobs and colleges on-line, take college prep tests and CLEP tests on-line. Research academic and military subjects on-line. Plug into eArmyU throughout your library. Attend a popular programming event for fun and intellectual stimulation. Escape through fiction, keep up with current affairs, find military professional reading material, explore your hobby, find a quiet nook to study or to dream, encourage reading in your young child---whether a singular experience or a family affair, it all adds up to a life enriching experience. Evening and weekend hours accommodate your busy schedule at 71 main libraries and 21 branches world-wide.

### **Military OneSource On-Line Library**

Our mobile military members often don't have the resources of a brick and mortar library on hand to provide entertainment, learning or solace. The Online Library provides those resources while the members are in transit or deployed. One-stop shopping for all library resources in print, electronic and downloadable format are available online, 24/7. The library provides recreation, lifelong learning, reference, and career resources for all ages and interests. **All resources including audio and eBooks are free. Resources are available anywhere in the world where there is access to the internet.**

[Military OneSource On-Line Library](#) provides 24/7 access to library materials that include:

- Ability to download free books from thousands of fiction and non-fiction titles, including animated children's books, or request a free paperback or digital Playaway book from Military OneSource.
- Access to data bases to pursue education, research careers, fix cars or home appliances, maintain or remodel apartments or homes, and more.

## **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](http://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 Resources**

- General employment information and assistance is available through the Missouri Career Center. Hours of operation are Monday through Friday 8am until 4:30pm.
- Federal job announcements for Fort Leonard Wood are posted on the Civilian Personnel Advisory Center web site.

Specific Employment Readiness Program goals are to:

- Provide information on employment, education and volunteer opportunities for spouses and family members who are relocating with their military sponsors.
- Assist participants in planning careers that are competitive with the mobile military lifestyle.
- Teach participants how to develop and use job search skills and strategies.
- Connect spouses with employers and other support networks.
- Assist participants in finding employment opportunities that meet their needs.

### **Employment Readiness Program**

The Employment Readiness Program (ERP) provides information and referral services in the areas of employment, education, training, career development and volunteer opportunities that will assist clients to identify and develop personal and professional skills that will give them the "competitive edge" needed to secure future employment.

The ERP office provides a full range of employment related services and assistance to family members of active duty service members, retirees and federal employees (appropriated and Non-Appropriated).

### **Teen Employment**

The Child and Youth Services Division is responsible for certification of teenage babysitters on Fort Leonard Wood. Teens must be 13 to receive approval for the training which is free of charge.

## **New Parent Support Program**

### **General Program Description**

The Army New Parent Support Program (NPSP) provides intensive home visiting services to eligible Families with children prenatal to 3 years old whether they live on or off the installation. Activities and services provided include information and referral to military and civilian programs that support parents of infants and young children, such as parenting programs, respite care for children, and supervised play time for children. All activities and services provided through NPSP are voluntary and non-stigmatizing and emphasize the parents' strengths.

Goals of the Army NPSP are:

1. Contribute to mission readiness.
2. Support Family member adaptation to military life.
3. Enhance the knowledge and skills Family members need to form healthy relationships and provide safe, nurturing environments for children to prevent Family violence.
4. Foster a supportive military community for young military Families.

### **Staff Qualifications**

NPSP Home Visitor staff consists of Licensed Clinical Social Workers and Registered Nurses. All personnel will possess the knowledge, skills, and abilities necessary for their professional certification/licensure and positions. Local installation or State background checks, including Army Central Registry checks, will be completed on all personnel who provide services to parents and their children and will be updated annually.

### **Eligibility Requirements**

Families may be self-referred or referred by other agencies such as health care providers, chaplains, social service staff, command, or Family Advocacy Program (FAP) staff.

### **How to Enroll**

Interested families may contact the local Army Community Service (ACS) office, or their health care provider, for further information in the New Parent Support Program.

## **Child Care**

### **Child Development Services (CDS)**

The Child and Youth Services Division provides support to installation families through five branches. The Fort Leonard Wood (FLW) Child Development Center offers full-day, part-day and hourly care for children 6 weeks to 5 years of age who are not in school. The Family Child Care Program (FCC) is an in-home care program which offers a family atmosphere with a limited number of children. FCC also offers full-day, part-day and hourly care, but also offers extended hour care to include early morning, evening and weekend care. The School Age Services Program is a before and after school program and a full day program on non school days. This program is for children from kindergarten through 5th grade.

#### *Registration*

Registration for all child care programs on Fort Leonard Wood must be done through the Central Registration Office.

### **Child Development Center (CDC)**

The FLW CDC, a nationally accredited program, is located in Building 615 and can be reached at 573-596-0197. The Child Development Center (CDC) offers child care for children 6 weeks to kindergarten age. The combination of top quality facilities, programs and staff makes this the premier child care facility in the area.

*Hours of Operation* -- The Center is open Monday-Friday, 5:30am-5:30pm.

#### *Programs Offered*

Following is a list of programs available at the FLW CDC:

- Full day care is offered Monday through Friday from 5:30am-5:30pm.
- Part day preschool is available for children ages 3-5, Monday, Wednesday and Friday from 8:30am-11:30am and 12:30pm-3:30pm or Tuesday and Thursday from 8:30am-11:30am.
- Hourly care is offered Monday through Friday from 8am-5:00pm.

*Costs* -- Fees for all child care programs are based on total family income.

### **Family Child Care (FCC)**

Family Child Care (FCC) is a professional quarters-based child care system offering care to children from 4 weeks through 12 years. The program provides high quality care, in-home style setting, with a limited number of children. It offers full day, part day, and hourly, plus extended hours, including 24 hour and long term care.

FCC providers are trained, certified and monitored by the Army Child Care and Youth Services Division. Providers must complete background clearances and pre-screening before opening. They also attend a comprehensive training program which continues as long as they provide child care.

The FCC staff plus fire, safety, and health proponents do monthly, quarterly and annual inspections to assure parents of continued appropriate, safe, developmental care.

### **School Age Services (SAS)**

The School Age Services Program offers several programs to meet your needs:

- Before/After School - This program operates Monday through Friday, 5:30 am until 8:30 am and 3:15 pm until 5:30 pm, when school is in session.
- Full Day Summer Program - This program operates Monday through Friday, 5:30 am until 5:30 pm, providing special activities for the children to participate such as: swimming lessons, music and special trips to places such as Six Flags or Big Surf.

School Age Services program is open during school closures due to teacher in-service days, school vacation and inclement weather days.

## **Youth Services**

### **Youth Services**

Youth wishing to utilize any program or activity with Youth Services will be required to register through Child and Youth Services Central Registration, Building 470, Room 1111. Central Registration Fees must be paid prior to participating in any Youth Center, Teen Center or Youth Sports program.

#### *Youth Sports*

The Youth Sports Program offers seasonal games for children 3-15 years of age. Sports include soccer, basketball, flag football, baseball, t-ball, softball, tennis, and cheerleading. Gymnastics and dance programs are held year round.

All participants must be registered and pay the annual registration fee of \$18 per child per year, \$36 for 2 children per year or \$40 per family per year at Child and Youth Services, Central Registration.

#### *Youth Center*

The Pippin Youth Center offers a wide range of activities for youth in 6th-8th grade. These activities include Open Recreation, dances, lock-ins, parties, day-trips and day camps. Open Recreation is held Monday-Friday and Saturdays. Times vary on Friday evening due to special events.

The Youth Center also provides a daily after-school program called the ACE (Activities, Crafts, Education) Club. Various activities and a free snacks are provided. The ACE program is for youth in grades 6-8 and is offered Monday thru Friday, 2:45 pm-5:30 pm.

#### *Teen Center*

Equipped with a snack bar, dance floor, skateboard park and outdoor basketball court, The Station Teen Center is a great place to hang out with your friends. The Teen Center offers a variety of after-school, evening and week-end activities for 9th-12th graders. Activities include Open recreation, workshops, Dances, lock-ins and trips. Amuse yourself with pool and ping pong tables, a big screen TV, dart machine, plus Play Station game systems. The Station Teen Center plans monthly lock-ins, trips and tournaments for area teens.

The Teen Center activities are provided Monday thru Friday 2:30-6:00 pm and Saturday evening 6:00 pm-10:00 pm in the "Teen Lounge." A high school ID is required for admission.

#### *Teen Employment*

The Child and Youth Services Division is responsible for certification of teenage babysitters on Fort Leonard Wood. Teens must be 13 to receive approval for the training which is free of charge.

## **Family Center**

### **Programs and Services**

A key resource on your installation and a gateway to accessing all of the resources available to you, the Army Community Service provides information, support and services to help you balance the demands of family and the military lifestyle. The Army Community Service 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 Army Community Service 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 Readiness* -- Assists you during all phases of the deployment cycle. We provide programs and services to individual soldiers, civilians, and family members throughout the deployment process. We educate you on what to expect and the best ways to prepare.

*Relocation Readiness* -- Provides information, referral, resources and tools to help you with permanent change of station (PCS) moves and post-move orientations. We maintain a loan closet from which families may borrow basic household goods. We also assist you with in-transit emergencies by providing classes on move-related topics such as buying or selling homes and individual PCS planning, among others. We serve as liaison to citizenship, immigration, and multicultural diversity information, and provide outreach to waiting families.

*Personal Financial Readiness* -- A program to assist you in sustaining financial self-sufficiency. You can learn more about debt liquidation, thrift savings plans, consumer and credit issues, and predatory lending.

*Employment Readiness* -- The training and information provided can help you identify and reach your employment and career development goals, manage the challenges associated with a mobile lifestyle and develop job search skills. Assists you in acquiring skills, networks, and resources that will allow you to participate in the work force and to develop a career/work plan.

*Family Life Education* -- Provides you with information and education about a variety of life cycle issues, including parenting and relationships, among others, to help you strengthen your relationships.

*Information and Referral* -- An integral function of the family center, information and referral services can assist you in locating needed services and programs available on your installation, through civilian agencies in the local community, and connect to national resources.

Army Community Service 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**

### **Post Financial Resources**

The Financial Readiness Office (FRO) located in the Soldier Service Center (Bldg 470), has several programs to provide assistance to you. Financial counseling and planning, consumer information/advocacy, debt and checkbook management classes, money management and credit education counseling are all available.

The Army Emergency Relief office can also provide assistance with emergency financial assistance such as: car repairs, initial rent & deposits, emergency travel, etc. Please contact the Financial Readiness Office, if you have any questions or concerns.

## **Legal Assistance**

### **Legal Services**

The Legal Assistance office can assist you with the following:

- Powers of attorney
- Wills
- Tax information
- Household goods claims

## **Deployment Support**

### **Family Deployment Support**

The Community Readiness provides support to commanders, soldiers, family members, and the installation in the area of mobilization and family readiness.

Outreach is provided through a variety of classes and small group activities, targeting junior spouses, and "new to the military" spouses, as well as the Waiting Spouses Program. Training includes, but is not limited to:

1. Preparing for Separation
2. Coping with Separation
3. Reunion
4. Family Readiness Group Training
5. Rear Detachment Training

Building (AFTB) program has a dedicated and enthusiastic team of volunteers to improve personal and family preparedness.

The Community Readiness staff may be reached by calling 573-596-0212 and is located at the Pershing Community Center, Building 4109.

## **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 provide 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*

General Leonard Wood Army Community Hospital (GLWACH) is located in Building 310. GLWACH is a modern, 75 bed facility which received an exceptional score of 96 on their most recent Joint Commission Accreditation of Healthcare Organizations.

Staffed by over 900 medical, dental and administrative personnel, GLWACH provides inpatient and outpatient care to more than 30,000 beneficiaries.

### *Medical Care*

Medical Records -- When you arrive at Fort Leonard Wood, it is essential that you turn in your medical records. Active duty personnel need to take their records to the Active Duty Records Room at the TRICARE Office located in Bldg 470 or to the Consolidated Troop Medical Clinic (CTMC). See your unit PAC for records assignment. Family members turn in records at the Outpatient Records section (as you enter the front door, to your immediate right).

Outpatient Care -- Outpatient care at Fort Leonard Wood may be accessed through one of two options: the Family Practice Service Option or the Multi-Specialty Option, which includes the services of the Internal Medicine Clinic, the Pediatric Clinic and OB/GYN Services.

- Family Practice Clinic Option -- Under this option, physicians provide a broad range of medical care to patients of all ages. Under a Primary Care Management team headed by a Family Practice physician, a family may receive care for minor medical and surgical problems and evaluation and treatment of acute and chronic illness. Health maintenance exams, to include well babies, children and adults, women's health care exams, to include breast and pelvic exams with PAP smears and uncomplicated obstetrics are all available under this option.
- Multi-Specialty Option -- This is a unique multi-specialty care option which provides care for children and adults in several locations throughout the hospital. Adults under this option receive their care in the Internal Medicine Clinic, while the children receive theirs in the Pediatric Clinic. Women's health exams, problem GYN consultations and obstetrics are provided directly by the OB/GYN Clinic under this option.

The Hospital Acute Minor Illness Clinic (HAMIC) is a clinic for soldiers in transition, and outlying areas, to include ROTC cadets, Reserve units, Engineer, Military Police and Chemical Officer Basic course students, National Guard and TDY personnel who are suffering from an acute minor illness. HAMIC also provides Physical Exam/Aviation Medicine services.

The Troop Medical Clinic (TMC) provides IET sick call. The TMC combines primary care capabilities with a variety of specialty services to provide soldiers with the most of their health care needs in one location. It has limited specialty services with Podiatry, Physical and Occupational Therapy, Preventive Medicine, Laboratory, Radiology and Pharmacy services. Active duty trainees, selected permanent party without families and students at the Libby Non-commissioned Officer Academy can access medical care through the TMC.

The hospital also has other specialty service clinics available, to include: The Emergency Department, Pediatrics, General Surgery, OB/GYN, Orthopedics, Podiatry and Immunization Clinics.

Emergency Care -- As the only hospital in Pulaski County and closest hospital in a thirty mile radius, GLWACH provides extensive Emergency and Ambulatory Services to the civilian community. The Emergency Department cares for an average of 30,000 patients per year and receives about 20 civilian emergency cases each month. The treatment covers a wide range of emergency conditions including heart attacks, trauma, burns, head injuries and obstetrical emergencies.

Appointments -- Several clinics schedule their own appointments. For the following services, call these phone numbers:

- Social Work Division (includes Family Advocacy): 573-596-1507
- Neurology, Psychology, Psychiatry, Community Mental Health: 573-596-0522
- Radiology: 573-596-0029
- Community Health Nurse: 573-596-0518
- Occupational Health: 573-596-0039

Health Promotion Center -- The hospital operates a large centralized health education and resource center. The Health Promotion Center was implemented in an effort to emphasize preventive health care and to serve as a foundation for the Self-Care Program.

In addition to blood pressure monitoring and health education media, the Health Promotion Center offers twenty-six classes and programs designed to meet the health education needs of the community. An extensive library of books, videos, slides, audio tapes and handouts are available for check out or use in the Health Promotion Center.

The center also serves as a primary location to schedule or make appointments for health education classes. Additionally, the center offers the Self-Care Intervention Program. This is a 2 hour class that will help you avoid illness and pursue wellness. Each participant receives a card. This card allows access to the outpatient pharmacy for non-prescription medications.

#### *Pharmacy*

In order to make prescription refills easier, GLWACH has implemented an automated telephone refill prescription system. Refills may be called in 24 hours a day at 573-596-0128 or 800-245-1953. The system advises the patient when the refill will be ready for pickup. The Refill Pharmacy is open for pick up or drop off, Monday thru Friday, 8 am until 5 pm. When you arrive to pick up your prescription, just show your military identification card for verification.

The GLWACH Pharmacy also offers refills via the Internet. For details go to the [GLWACH web site](#) and click on Pharmacy Refill.

## **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**

#### *Exceptional Family Member Program (EFMP)*

The Exceptional Family Member Program (EFMP) is a Department of Defense (DoD) and Department of the Army (DA) mandated program that requires enrollment to assist, through selective assignment and reassignment, the individual who has a family member (s) with special needs and to obtain and maintain availability and continuity of care for those needs.

An Exceptional Family Member is a family member (child or adult) with any physical, emotional, developmental, or intellectual disability that requires on-going or special medical treatment, therapy, education, training, or counseling.

At Fort Leonard Wood, the EFMP is committed to helping improve the quality of life and the readiness of service members and their families. By coordinating EFMP needs, Army Community Service seeks to ensure that families receive appropriate services to meet special physical, emotional and/or educational needs. The Army Community Service EFMP offers information and referral to guide families to appropriate services and resources.

Services Offered -- The FLW EFMP offers the following services:

- Information and Referral (services in local area and next duty station)
- Advocacy for medical and school issues
- Respite Care
- Education and Support Groups
- Relocation Assistance

Enrollment --The General Leonard Wood Army Community Hospital (GLWACH) EFMP is responsible for enrollment, updating records, conduction medical overseas screenings for family members and confirming available services before assignment to FLW.

## **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.

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

[Email](#)

### **Installation Specific Information**

The Exceptional Family Member Program (EFMP) is a Department of Defense (DoD) and Department of the Army (DA) mandated program that requires enrollment to assist, through selective assignment and reassignment, the individual who has a family member(s) with special needs obtain and maintain availability and continuity of care for those needs. An Exceptional Family Member is a family member (child or adult) with any physical, emotional, developmental, or intellectual disability that requires on-going or special medical treatment, therapy, education, training, or counseling.

At Fort Leonard Wood, the EFMP is committed to helping improve the quality of life and the readiness of service members and their families. By coordinating EFMP needs, Army Community Service seeks to ensure that families receive appropriate services to meet special physical, emotional and/or educational needs. The Army Community Service EFMP offers information and referrals to guide families to appropriate services and resources.

The FLW EFMP offers the following services:

1. Information and Referral (services in local area and next duty station).
2. Advocacy for medical and school issues.
3. Respite Care.
4. Education and Support Groups.
5. Relocation Assistance. The General Leonard Wood Army Community Hospital (GLWACH) EFMP is responsible for enrollment, updating records, conducting medical overseas screenings for family members and confirming available services before assignment to FLW.

## **Contact Information**

140 Replacement Avenue  
Suite 1126 - Relocation Readiness  
Fort Leonard Wood, MO 65473-8935  
Phone 573-596-0212  
Phone (DSN) 312-581-0212  
Fax 573-596-0998

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

### **Automotive Services**

*Firestone Complete Auto Care*  
Missouri Avenue  
Building 150  
Fort Leonard Wood, MO 65473  
Phone 573-329-0694  
Fax 573-329-3195

### **Beauty/Barber Shops**

*Barber Shop-On Post*  
Illinois Avenue  
Building 492  
Fort Leonard Wood, MO 65473  
Phone 573-329-3655

### **Chapels**

*Chaplains Office-Installation*  
Missouri Avenue  
Building 315  
Fort Leonard Wood, MO 65473  
Phone 573-596-0309  
Fax 573-596-0898

### **Child and Youth Registration and Referral**

*Child & Youth Services Central Registration Office*  
Replacement Avenue  
Building 470, Room 1111  
Fort Leonard Wood, MO 65473  
Phone 573-596-0238  
Fax 573-596-0111

[Website](#)

### **Commissary/Shoppette**

*Shoppette-Main*  
Missouri Avenue  
Building 2576  
Fort Leonard Wood, MO 65473  
Phone 573-329-0691

### **Adult Education Centers**

*Education Center*  
268 Constitution Road  
Building 499  
Fort Leonard Wood, MO 65473  
Phone 573-596-0172

[Website](#)

### **Barracks/Single Service Member Housing**

*Barracks Management - Single Servicemember*  
140 Replacement Avenue  
Building 470, Room 1218  
Fort Leonard Wood, MO 65473  
Phone 573-596-0413  
Phone (DSN) 312-581-0413

[Website](#)

### **Beneficiary Counseling Assistance Coordinators**

*General Leonard Wood Army Community Hospital (GLWACH)*  
Illinois Avenue  
Building 310  
Fort Leonard Wood, MO 65473  
Phone 573-596-1490 (Information) / 1-866-299-4234 (Triwest appointment center )  
Fax 573-596-0496

[Website](#)

### **Child Development Centers**

*Child Development Center*  
140 Replacement Avenue  
Building 615  
Fort Leonard Wood, MO 65473  
Phone 573-596-0197  
Fax 573-329-4545

[Website](#)

### **Civilian Personnel Office**

*Civilian Personnel Advisory Center (CPAC)*  
Replacement Avenue  
Building 470 Room 2210  
Fort Leonard Wood, MO 65473  
Phone 573-596-0927  
Fax 573-596-0289

[Website](#)

### **Commissary/Shoppette**

*Commissary*  
Nebraska Avenue  
Building 485  
Fort Leonard Wood, MO 65473  
Phone 573-596-0783

[Website](#)

**Dental Clinics**

*Roll Dental Clinic*  
 1724 Nebraska Avenue  
 Building 1608  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0369  
 Fax 573-596-0364

[Website](#)

**Exceptional Family Member Program/Special Needs**

*Exceptional Family Member Program - ACS*  
 140 Replacement Avenue  
 Building 470, Room 1109  
 ATZT-DMWR-ACS  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0212 / 1-866-802-6710  
 Phone (DSN) 312-581-0212  
 Fax 573-596-0551  
 Fax (DSN) 312-581-0551

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

**Family Advocacy Program**

*Family Advocacy Program*  
 140 Replacement Avenue  
 Building 470, Room 1109  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0212 / 1-866-802-6710  
 Phone (DSN) 312-581-0212  
 Fax 573-596-0551  
 Fax (DSN) 312-581-0551

[Website](#)

**Family Child Care/Child Development Homes**

*Family Child Care (FCC)*  
 Replacement Avenue  
 Building 470, Room 1119  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0185  
 Fax 573-329-4545

**Financial Institutions**

*Armed Forces Bank, N.A.*  
 Fort Leonard Wood - Main Branch  
 484 Nebraska Avenue  
 Fort Leonard Wood, MO 65473  
 Phone 573-329-2000

[Website](#)

**Emergency Relief Services**

*Army Emergency Relief (AER)*  
 140 Replacement Avenue  
 Building 470, Room 1109  
 Fort Leonard Wood, MO 65473  
 Phone 573- 596-0212 / 1-866-802-6710  
 Phone (DSN) 312-581-0212  
 Fax 573-596-0551  
 Fax (DSN) 312-581-0998

[Website](#)

**Exchange(s)**

*Army and Air Force Exchange Service (AAFES)*  
 Nebraska Avenue  
 Building 490  
 Fort Leonard Wood, MO 65473  
 Phone 573-329-2200 / 573-329-2400

[Website](#)

**Family Center**

*Army Community Service*  
 ATZT-DMWR-ACS  
 Bldg. 470  
 Fort Leonard Wood, MO 65473  
 Phone 573- 596-0212 / 1-866-802-6710  
 Phone (DSN) 312-581-0212  
 Fax 573-596-0551  
 Fax (DSN) 312-581-0998

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

**Finance Office**

*Military Pay Customer Service*  
 140 Replacement Avenue  
 Room 1123  
 ATTN: DFAS-PMTM/INMM  
 Fort Leonard Wood, MO 65473  
 Phone 573- 596-0710

**Golf Courses**

*Piney Valley Golf Course*  
 Mackenzie Drive  
 Building 10221  
 Fort Leonard Wood, MO 65473  
 Phone 573-329-4770  
 Fax 573-329-3912

[Website](#)

**Gymnasiums/Fitness Centers**

*Davidson Fitness Center*  
*S. Dakota Avenue*  
 Building 1300  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-4359

[Website](#)

**Household Goods/Transportation Office (inbound)**

*Transportation Office-In Bound*  
*140 Replacement Avenue*  
 Building 470, Room 1205  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0932  
 Phone (DSN) 312-581-0932  
 Fax 573-596-0060  
 Fax (DSN) 312-581-0060

[Website](#)

**Housing Referral Office/Housing Privatization**

*American Eagle - Residential Communities Initiative*  
*1503 Big Piney Road*  
 Building 1018  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-8364 / 573-596-0859

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

**ID/CAC Card Processing**

*ID Card-Military Facility*  
*Replacement Avenue*  
 Building 470, Room 2101  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0744  
 Phone (DSN) 312-581-0744  
 Fax 573-596-0756

[Website](#)

**Legal Services/JAG**

*Legal Assistance Office*  
*Building 1706*  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0629

**Loan Closet**

*Relocation Readiness Office*  
*140 Replacement Avenue*  
 Building 470, Room 1126  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0212 / 1-866-802-6710  
 Phone (DSN) 312-581-0212  
 Fax 573-596-0551  
 Fax (DSN) 312-581-0551

[Website](#)

**Hospital/Medical Treatment Facility(s)**

*General Leonard Wood Army Community Hospital (GLWACH)*  
*Illinois Avenue*  
 Building 310  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-1490 (Information) / 1-866-299-4234 (Triwest appointment center )  
 Fax 573-596-0496

[Website](#)

**Household Goods/Transportation Office (outbound)**

*Transportation Office- Out Bound*  
*140 Replacement Avenue*  
 Building 470 Room 1219  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0077  
 Phone (DSN) 312-581-0077  
 Fax 573-596-0060

[Website](#)

**Housing Referral Office/Housing Privatization**

*Community Homefinding Relocation & Referral Service (CHRRS)*  
*140 Replacement Avenue*  
 Building 470 Room 1215  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0984  
 Phone (DSN) 312-581-0984  
 Fax 573-596-0971  
 Fax (DSN) 312-581-0971

[Website](#)

**Information and Referral Services**

*Information & Referral*  
*140 Replacement Avenue*  
 Building 470, Room 1126  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0212 / 1-866-802-6710  
 Phone (DSN) 312-581-0212  
 Fax 573-596-0551  
 Fax (DSN) 312-581-0551

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

**Library**

*Bruce C. Clarke Library*  
*597 Manscen Loop*  
 Building 3202 Room 100  
 Fort Leonard Wood, MO 65473  
 Phone 573- 563-4113  
 Fax 573-563-4118

[Website](#)

**MWR (Morale Welfare and Recreation)**

*Morale Welfare & Recreation*  
*Replacement Avenue*  
 Building 470, Room 1104  
 Fort Leonard Wood, MO 65473  
 Phone 573-596-0117  
 Fax 573-329-4545

[Website](#)

**Military Clothing Sales**

*Military Clothing & Sales*  
 Replacement Avenue  
 Building 493

Fort Leonard Wood, MO 65473

Phone 573-596-1502

Fax 573-329-2012

[Website](#)

**Non-appropriated Funds (NAF) Human Resources**

*Civilian Personnel Advisory Center (CPAC)*  
 Replacement Avenue  
 Building 470 Room 2210

Fort Leonard Wood, MO 65473

Phone 573-596-0927

Fax 573-596-0289

[Website](#)

**Personnel Support Office**

*Personnel Support Office*  
 140 Replacement Avenue  
 Building 470

Fort Leonard Wood, MO 65473

Phone 573-596-2700

Fax 573-596-5302

**Restaurants/Fast Food**

*Food Court-Main PX*  
 Nebraska Avenue  
 Building 490

Fort Leonard Wood, MO 65473

Phone 573-329-6663

**School Age Care**

*School Age Services*  
 Oak Street  
 Building 564

Fort Leonard Wood, MO 65473

Phone 573-596-0239

Fax 573-596-0111

[Website](#)

**Spouse Education, Training and Careers**

*Army - Army Community Services -Employment Readiness*

140 Replacement Avenue  
 Building 470, Room 1109

ATZT-DMWR-ACS

Fort Leonard Wood, MO 65473

Phone 573-596-0212 / 1-866-802-6710

Phone (DSN) 312-581-0212

Fax 573-596-0551

Fax (DSN) 312-581-0551

[Website](#)

**New Parent Support Program**

*Soldier & Family Readiness*  
 4109 Piney Hills Drive  
 Pershing Community Center

Building 4109

Fort Leonard Wood, MO 65473

Phone 573-596-0212 / 1-866-802-6710

Phone (DSN) 312-581-0212

Fax 573-596-0551

Fax (DSN) 312-581-0551

[Website](#)

**Personal Financial Management Services**

*Army - Army Community Services - Financial Readiness*  
 140 Replacement Avenue  
 Building 470, Room 1109

Fort Leonard Wood, MO 65473

Phone 573-596-0212 / 1-866-802-6710

Phone (DSN) 312-581-0212

Fax 573-596-0551

Fax (DSN) 312-581-0551

[Website](#)

**Relocation Assistance Program**

*Relocation Readiness Office*  
 140 Replacement Avenue  
 Building 470, Room 1126

Fort Leonard Wood, MO 65473

Phone 573-596-0212 / 1-866-802-6710

Phone (DSN) 312-581-0212

Fax 573-596-0551

Fax (DSN) 312-581-0551

[Website](#)

**Retirement Services**

*Retirement Services-Fort Leonard Wood*  
 Replacement Avenue  
 Building 470, Room 2124

Fort Leonard Wood, MO 65473

Phone 573-596-0947

Fax 573-596-0082

**School Liaison Office/Community Schools**

*School Liaison Officer*  
 140 Replacement Avenue  
 Building 470, Room 1102

Fort Leonard Wood, MO 65473

Phone 573-596-0357

Fax 573-329-4545

[Email](#)

[Website](#)

**Temporary Lodging/Billeting**

*Lodging Office*  
 140 Replacement Avenue  
 Building 470, Room 1201

Fort Leonard Wood, MO 65473

Phone 573-596-0999 / 1-800-677-8356

Phone (DSN) 312-581-0999

[Website](#)

**Transition Assistance Program**

*ACAP-Army Career Alumni Program*  
140 Replacement Avenue  
Building 470, Room 2219  
Fort Leonard Wood, MO 65473  
Phone 573-596-0175  
Fax 573-596-0192

**Veterinary Services**

*Veterinary Services-Fort Leonard Wood*  
Minnesota Avenue  
Building 2399  
Fort Leonard Wood, MO 65473  
Phone 573-596-0094  
Fax 573-596-0538

[Website](#)

**Welcome/Visitors Center**

*Visitor Center*  
Missouri Avenue  
(Main Gate office building)  
Fort Leonard Wood, MO 65473  
Phone 573-596-0590 / 573-596-3642

[Website](#)

**Youth Programs/Centers**

*Child & Youth Services Central Registration Office*  
Replacement Avenue  
Building 470, Room 1111  
Fort Leonard Wood, MO 65473  
Phone 573-596-0238  
Fax 573-596-0111

[Website](#)

**Travel Office**

*Travel Office, Official*  
Replacement Avenue  
Building 470 Room 1221  
Fort Leonard Wood, MO 65473  
Phone 573-329-4141  
Fax 573-329-3444

**Victim Advocate Services**

*Family Advocacy Program*  
140 Replacement Avenue  
Building 470, Room 1109  
Fort Leonard Wood, MO 65473  
Phone 573-596-0212 / 1-866-802-6710  
Phone (DSN) 312-581-0212  
Fax 573-596-0551  
Fax (DSN) 312-581-0551

[Website](#)

**Women, Infants, and Children (WIC & WIC-O)**

*Women, Infants and Children (WIC)*  
Young Street  
Building 9617  
Ft. Leonard Wood, MO 65473  
Phone 573-329-3466

**Youth Programs/Centers**

*Pippin Youth Center*  
Young Street  
Building 9625  
Fort Leonard Wood, MO 65473  
Phone 573-596-0209  
Fax 573-596-0111

[Website](#)

## **Major Units**

### **Chemical Defense Training Facility**

Contact Information:

Director

COM: 573-596-0608

DSN: 312-581-0608

FAX: 573-596-0548

### **3-10th Infantry Battalion**

Contact Information:

Commander

COM: 573-596-0321

DSN: 312-581-0321

FAX: 573-596-7694

### **Training Support Battalion**

Contact Information:

Commander

COM: 573-596-4077

DSN: 312-581-7697

### **787th Military Police Battalion**

Contact Information:

Commander

COM: 573-596-0317

DSN: 312-581-0317

FAX: 573-596-1694

### **Chaplain**

Contact Information:

Installation Chaplain

COM: 573-596-0309

DSN: 312-581-0309

FAX: 573-596-0898

### **Directorate of Resource Management**

Contact Information:

Director

COM: 573-563-4057

DSN: 312-676-4057

FAX: 573-563-4092

### **Directorate of Information Management**

Contact Information:

Director

COM: 573-563-6113

DSN: 312-676-6113

FAX: 573-563-5053

### **Directorate of Logistics**

Contact Information:

Director

COM: 573-596-0614

DSN: 312-581-0614

FAX: 573-596-0905

### **2-10th Infantry Battalion**

Contact Information:

Commander

COM: 573-596-0188

DSN: 312-581-0188

FAX: 573-596-0199

### **1-48th Infantry Battalion**

Contact Information:

Commander

COM: 573-596-0331

DSN: 312-581-0331

### **701st Military Police Battalion**

Contact Information:

Commander

COM: 573-596-0096

DSN: 312-581-0096

FAX: 573-596-2289

### **795th Military Police Battalion**

Contact Information:

Commander

COM: 573-596-2153

DSN: 312-581-2153

FAX: 573-596-2359

### **Civilian Personnel Advisory Center**

Contact Information:

Director

COM: 573-596-0280

DSN: 312-581-0280

### **Directorate of Morale, Welfare and Recreation**

Contact Information:

Director

COM: 573-596-0118

DSN: 312-581-0118

FAX: 573-329-4545

### **Directorate of Contracting**

Contact Information:

Director

COM: 573-596-0244

DSN: 312-581-0244

FAX: 573-596-0267

### **Directorate of Plans, Training and Mobilization**

Contact Information:

Director

COM: 573-563-4038

DSN: 312-676-4038

FAX: 573-563-8020

**Directorate of Public Works**

Contact Information:

Director

COM: 573-596-0840

DSN: 312-581-0840

FAX: 573-596-0776

**FLW Resident Agency, USACIDC**

Contact Information:

Agent in Charge

COM: 573-596-0273

DSN: 312-581-0273

FAX: 573-596-0272

**Military Personnel Office**

Contact Information:

Adjutant General

COM: 573-596-0132

DSN: 312-581-0132

FAX: 573-596-0742

**Defense Military Pay Office**

Contact Information:

Director

COM: 573-596-0710

DSN: 312-581-0710

FAX: 573-596-0013

**Marine Corps Detachment**

Contact Information:

Director of Support

COM: 573-596-0679

**43d Adjutant General Battalion**

Contact Information:

Commander

COM: 573-596-0648

DSN: 312-581-0648

FAX: 573-596-2819

**554th Engineer Battalion**

Contact Information:

Commander

COM: 573-596-0787

DSN: 312-581-0787

FAX: 573-596-0196

**82d Chemical Battalion**

Contact Information:

Commander

COM: 573-596-0342

DSN: 312-581-0342

FAX: 573-596-0343

**Support Battle Lab**

Contact Information:

Deputy Director

COM: 573-563-6136

DSN: 312-676-6136

**Dental Activity**

Contact Information:

Commander

COM: 573-596-0334

DSN: 312-581-0334

FAX: 573-596-0410

**399th Army Band**

Contact Information:

Commander

COM: 573-596-0686

DSN: 312-581-0686

FAX: 573-596-0687

**Air Force Detachment 7**

Contact Information:

Orderly Room

COM: 573-596-0811

DSN: 312-581-0811

FAX: 573-596-1604

**Navy Detachment**

Contact Information:

Officer in Charge

COM: 573-596-0488

DSN: 312-581-0488

FAX: 573-596-1673

**Law Enforcement Command**

Contact Information:

Commander

COM: 573-596-0575

DSN: 312-581-0575

FAX: 573-596-0735

**577th Engineer Battalion**

Contact Information:

Commander

COM: 573-596-0855

DSN: 312-581-0855

FAX: 573-596-0988

**84th Chemical Battalion**

Contact Information:

Commander

COM: 573-596-2414

DSN: 312-581-2414

**58th Transportation Battalion**

Contact Information:  
Commander  
COM: 573-596-0991  
DSN: 312-581-0991  
FAX: 573-596-0866

**NCOA**

Contact Information:  
Commandant  
COM: 573-563-8023  
DSN: 312-676-8023

**5th Engineer Battalion**

Contact Information:  
Commander  
COM: 573-596-0140  
DSN: 312-581-0140  
FAX: 573-596-7191

**Equal Opportunity Program**

Contact Information:  
Director  
COM: 573-596-0602  
DSN: 312-581-0602  
FAX: 573-596-1699

**Inspector General**

Contact Information:  
Inspector General  
COM: 573-596-0486  
DSN: 312-581-0486  
FAX: 573-596-0487

**Office of Intelligence and Security**

Contact Information:  
Chief  
COM: 573-563-6065  
DSN: 312-676-6065  
FAX: 573-563-4019

**MANSCEN Safety Office**

Contact Information:  
Safety Director  
COM: 573-596-0116  
DSN: 312-581-1275  
FAX: 573-596-0017

**Directorate of Combat Development**

Contact Information:  
Director  
COM: 573-563-4009  
DSN: 312-676-4009  
FAX: 573-563-8000

**Directorate of Training Development**

Contact Information:  
Director  
COM: 573-563-4111  
DSN: 312-676-4111  
FAX: 573-563-4001

**169th Engineer Battalion**

Contact Information:  
Commander  
COM: 573-596-0785  
DSN: 312-581-0785  
FAX: 573-596-0393

**MEDDAC**

Contact Information:  
Commander  
COM: 573-596-0414  
DSN: 312-581-0414

**35th Engineer Battalion**

Contact Information:  
Commander  
COM: 573-596-1649  
DSN: 312-581-1649  
FAX: 573-596-0384

**Executive Services Office**

Contact Information:  
Chief  
COM: 573-563-6153  
DSN: 312-676-6153  
FAX: 573-563-6155

**Internal Review**

Contact Information:  
Officer  
COM: 573-596-0637  
DSN: 312-581-0637  
FAX: 573-596-2057

**Public Affairs Office**

Contact Information:  
Director  
COM: 573-563-4013  
DSN: 312-676-4013  
FAX: 573-563-4012

**Staff Judge Advocate**

Contact Information:  
Staff Judge Advocate  
COM: 573-596-0624  
DSN: 312-581-0624  
FAX: 573-596-0632

**Directorate of Common Leader Training**

Contact Information:  
Director  
COM: 573-563-7001  
DSN: 312-676-7001