



Troops & Families

Leadership

Service Providers

PLAN MY MOVE

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

Plan My Move Booklet for Fort Monroe

Overview



Location

Fort Monroe is located in the city of Hampton, Virginia, close to Norfolk, Virginia Beach, Yorktown, Newport News, and Williamsburg. Fort Monroe is on the tip of the Virginia Peninsula and is at the heart of extensive historical, commercial, vacation, and defense activities. We are located within 25 miles from 14 other military installations, to include all branches of the service. The cost of living in the area is high, average family income is \$47,932. The base operator's phone number is 757-788-2000 or DSN 312-680-2000.

History

When Fort Monroe construction was completed in 1834, it was referred to as the "Gibraltar of Chesapeake Bay". Rich in history and beauty, it has its own moat, but no draw bridge. It is the only Fort outside of Florida not captured by the Confederates during the Civil War. For more information, go to the [Fort Monroe homepage](#).

Mission

Today Fort Monroe is home to the Army's Training and Doctrine Command (TRADOC). TRADOC supports the Army's operational fighting forces through the development of doctrine and equipment requirements, in designing organization, and in training for combat. U.S. Army Accessions Command, U.S. Army Cadet & School of Cadet Command, Joint Task Force - Civil Support and the U.S. Army Network Command Northeast Region are also station at Fort Monroe. For a complete listing see the Major Unit Listings.

Population Served

To carry out our mission, we support a daytime population of about 3,745, including 1,363 people in uniform, 2,382 civilian and contract employees. About 618 family members reside on post.

Base Transportation

Currently, there is no base transportation on this installation.

Sponsorship

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, contact your new unit and FAX the [DA 5434 Sponsorship Request Form](#) . The unit will assign you a sponsor. If you are unsure of the unit assignment contact the Fort Monroe Command Sgt Major at 757-788-2257/2260 DSC 680-2257/2260. You may also request help from the Relocation Assistance Program or the Family Center at your new installation. Youth sponsorship may be requested from the Youth Services Director on the [web page](#).

Your unit will supply you with a sponsor, and the sponsor will help you settle your personal affairs, and escort you through the complete in-processing. Normal duty hours are Monday - Friday, 8:00 am - 4:45 pm. Military personnel assigned to HQ TRADOC, Fort Monroe, and all supporting units/activities must report to the Personnel Administration Center, Bldg. 60, in duty uniform, to sign in during normal working hours. Personnel reporting after duty hours must sign-in with the Military Police Desk Sergeant in Bldg. 87, then report to the Personnel Administration Center, 757-788-2442, as soon as possible, the next workday. After duty hours, the Military Police Desk Sergeant will coordinate single enlisted personnel billeting. Make sure you fill out a change of address card before leaving your present installation, to insure your mail will be directed to our mail room at Headquarters, TRADOC, Fort Monroe, VA 23651.

Temporary Quarters

The Fort Monroe Billeting Office handles reservations for eight visitor's quarters. These units are used primarily for families PCSing in and out of Fort Monroe, and for TDY on this site. Soldiers may use billeting receipts for reimbursement purposes. Statements of non-availability for PCS personnel are only issued when lodging is actually unavailable. Thus, personnel should contact the Billeting Office about availability of temporary lodging on-post before they leave their previous duty station. Pets are not allowed in visitor's quarters. The Billeting Office is located in Bldg. 80, Armistead Hall. Hours of operation are 8:00 am - 4:45 pm, Monday through Friday. Call 757-788-3596, DSN 312-680-3596 for more information and reservations.

Relocation Assistance

The newly arriving soldier and family members should be aware that the Army Community Service Relocation Assistance Program and Lending Closet are specially designed to make their transition into our community an easy one. The loan closet provides essential items to families while they are awaiting the arrival of their household goods, or departure to another duty station. Items provided include: pots and pans, dishes, cutlery, irons, ironing boards, toasters, coffee pots, bed mats, blankets, linens, porta-cribs, and high chairs.

Every second Thursday of the month, a Newcomer's Orientation brings together base and local area information in an attractive format to familiarize the transitioning soldier and their family with Fort Monroe and the surrounding community. If you need further assistance, please feel free to contact your sponsor or the Relocation Assistance Program Manager at 757-788-3878/4344, DSN 312-680-3878/4344.

Critical Installation Information

- Fort Monroe is slated to close in 2011, with some commands leaving sooner.
- Fort Monroe and the surrounding communities are considered above average for cost of living. Soldiers and their families must initially outlay large sums to get established in the community. And housing is limited on Fort Monroe, but we do have some Monroe apartments which are adequate. Check with housing when arriving.
- When moving to Hampton with a child who has special needs, initial registration is completed at the Special Education Office located at 1 Franklin St. Hampton, VA. The office is open daily from 8:00 a.m. to 4:00 p.m. To complete registration, please bring a current Individualized Education Plan (IEP) and any other records from your child's previous schools that you have. A Special Education Coordinator will review the information from your previous district and make a school placement for your child.
- There is no Usury Law in Virginia, which means, there is no cap (limit) on the amount of interest a business could charge you! Beware before you buy anything on credit and read the small print. Always know what your interest rate is on any purchase requiring you to use credit. There are lots of companies wanting to give military members "a great deal". It may be a great deal for them, not for you. The bottom line is, don't rush into anything. Have a legal assistance attorney look at it for you before you sign.

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 Monroe

From the West

Take 64 (From the West, take exit 268, First Exit past tunnel, at ramp light take a left, go to the next spotlight (E. Mellen St.) Take a right. (Follow balance of direction below).

From the East

From the East take exit 268, last exit before tunnel. At off ramp light take a left onto Mallory St, go to second light make a right onto E Mellen St. proceed over Mugler Bridge onto post.

Airports

Local Airports: Norfolk International Airport 757-857-3200, Newport News-Williamsburg International Airport 757-877-0221 There is no military shuttles from the airports, there are Taxi's and commercial shuttles that will bring you to Fort Monroe.

There are two gates into Fort Monroe. As you come up to the gates, stay to the left, the gate to the right is for civilians. For signing in after duty hours, stop at the Military Police desk Sergeant, Bldg 87. First building on the left.

Check-in Procedures

Inprocessing Procedures

Fort Monroe operates on a 24-hour basis. Normal duty hours are Mon-Fri, 8:00 am 4:45 pm, closed for lunch 12:00 - 1:00 pm. Military personnel must report to Bldg 82, third floor, room 350 on Ingalls Road, Ingalls Rd. is the main road into Fort Monroe, pass the main gate and proceed to bldg 82, on the left across from St. Mary's Catholic Church,. This is the Personnel Assistance Center (PAC), for in/out process during duty hours. Personnel MUST BE IN DUTY UNIFORM.

Personnel reporting after duty hours must sign-in with the Military Police Desk Sergeant in Bldg.87, at 150 Ingalls Road first bldg on left. Then report to the S-1 (DSN 312-680-2442/757-788-2442) as soon as possible the next work day. After duty hours, the Military Police Desk Sergeant will coordinate single enlisted personnel billeting (DSN 312-680-2239/757-788-2239).

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

The Army Community Service (ACS) Relocation Assistance Program (RRP) at Fort Monroe hosts a Newcomers' Welcome Briefing for newly arriving soldiers and their families. Newcomers' Welcome Briefings are held the 1st Wednesday of each month, 8:30 a.m., at The Soldiers and Family Support Center, Bldg. 206, 96 Stillwell Raod.

Our Lending Locker provides essential items primarily for the PCSing family, for up to two months, or upon arrival of their household goods, whichever comes first. Inventory includes: pots and pans, dishes, silverware, irons, ironing

boards, toasters, coffee pots, futons, sheets and blankets. Also available are porta-cribs, high chairs, infant and toddler car seats and strollers.

For more information on RRP services at Fort Monroe, please contact ACS. Among the services provided are premove and postmove briefings, welcome packets, lending closet, overseas briefings, and a resource library. Detailed information on all military bases worldwide is available on the internet through [MilitaryHOMEFRONT](#).

Contact the Relocation Office listed above as soon as you receive your PCS orders. Your relocation staff can provide you with information on your new PCS station to include community, installation, schools, shopping, jobs and any must know miscellaneous information. For more information in planning your move, contact your RRP at your installation.

Remember to contact the transportation office, homeowners begin preparations to sell or rent. If residing in government quarters, contact your housing office. Make an inventory of possessions and valuables. Organize personal records such as birth certificates, insurance papers, etc. Take care of necessary medical and dental appointments. If service member is going TDY in advance of PCS, have Power of Attorney. Take care of automobile maintenance and repairs if traveling by car. Have pets checked by vet and vaccinations/inoculations updated, then take copy of these records. Notify schools and arrange to pick-up records.

All active duty members, who have at least 18 years of active military service; member scheduled for disability retirement, retirees and their eligible family members, "gray area" retirees and their family members, survivors of retired Army personnel, and survivors of members who died on active duty, whether or not, the deceased member was eligible for retirement at the time of death, are processed through the facility listed below.

When In-Processing, remember that HQ TRADOC operates on a 24-hour basis. Normal duty hours are Mon-Fri, 8:00 a.m.-4:45 p.m.. Military personnel assigned to HQ TRADOC, Fort Monroe, and all supporting units/activities at Fort Monroe, must report to the Personnel Administration Center, Bldg 105, Room 102 to sign in during normal working hours. Personnel reporting after duty hours must sign-in with the Military Police Desk Sergeant in Bldg 87, then report to the Personnel Administration Center 757-788-2442 as soon as possible the next workday. After duty hours, the Military Police Desk Sergeant will coordinate single enlisted personnel billeting.

Emergency Assistance

Planning for Emergencies

Important Documents/Hand Carry

No matter how well you planned your move, emergencies do happen. Before you leave, make sure you have all important papers with you-not packed with your household goods. Make sure you have important numbers such as your Command Duty Office and your sponsor. Your sponsor can be invaluable in case of an emergency while in transit.

American Red Cross

The American Red Cross is always available for emergency aid. Contact the nearest chapter listed in the local phone directory. Or call the HQ line at 877-272-7337

Financial Assistance

Army Emergency Relief (AER) can provide financial assistance to meet unforeseen required travel and related maintenance expenses such as transportation, lodging or food, when applicable, due to extraordinary costs involved with permanent change of station (PCS). Army Emergency Relief (AER) provides financial assistance to eligible soldiers and their dependents. AER can help with emergency financial needs for food, rent, utilities, emergency transportation and vehicle repair, funeral expenses, medical/dental expenses, and personal needs, when pay is delayed or stolen. Assistance is given in the form of an interest free loan, grant, or part loan and part grant. To receive AER assistance, first see your Unit Commander, then contact the AER office for an appointment. AER also provides undergraduate level education scholarships, based primarily on financial needs to dependent children of active duty, retired, or deceased soldiers.

Motor Vehicles

Registration & Licensing Requirements

Virginia 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 5 years of age be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information. Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

Base Regulations

Accidents -- All motor vehicle accidents must be reported to the Security Police immediately, no matter how minor the accident may appear.

Criminal Offenses -- If a vehicle operator is taken into custody by the security police for any criminal offense, such as: drug/firearms violations, disorderly conduct, nuisance, larceny, vandalism, DWI/reckless driving, etc., an appearance before the U.S. District Court, if civilian and a military Commander, if military, may be required.

Weapons Registration -- All weapons kept on post must be registered at the Provost Marshal's Office, Bldg 87 by completing a form listing the model, size, caliber, overall length, barrel length, serial number, and where you intend to keep it.

Speed Limit -- Speed limits at Fort Monroe vary from 5-25 MPH depending upon driving conditions and traffic hazards. The speed limit is 25 MPH unless otherwise posted.

Seat Belts -- Seat belts must be worn at all times on and off-post. Virginia law requires all passengers of motor vehicles to use safety lap belts and shoulder harnesses. The courts may fine the driver \$100 if he violate the law.

Vehicle Checks -- Conducted randomly on each shift at one of the gates. If the vehicle operator does not allow the security police officer to inspect the vehicle, entry to the base may be denied.

Registering Vehicles on Base

Privately owned vehicles, to include motorcycles and motor scooters, owned or operated by active duty or retired military personnel, their family members and civilians employed on Fort Monroe for business purposes, are required to be registered at PAC.

Bicycles, mopeds, minibikes, and trail bikes located on Fort Monroe will be registered at the Provost Marshal's office using a crime prevention identification decal.

The following items must be verified by the vehicle registration clerk when a DOD decal and/or expiration tab is issued:

- Possession of a valid state driver's license
- A valid state registration reflecting acquisition of permanent state license plates

- Proof of satisfactory completion of a vehicle safety inspection in the state where the vehicle is licensed or located.
- For those vehicles registered in states that do not require an inspection sticker, the vehicle must be inspected by the State of Virginia. Inspection certificates must show the vehicle identification number and expiration of inspection. Inspection sticker must be displayed on vehicle according to the law of the state in which it was inspected
- Vehicle owners must have and maintain liability insurance that meets the minimum requirements of the State of Virginia (personal liability each accident required to present an insurance card for verification. Individuals' signatures on DA Forms 3626 stipulate they have been informed of the requirement to maintain this insurance
- A current and valid civil service DOD civilian, military or family member identification card. The full-time or part-time employment of civilians not possessing a valid identification card will be verified by a telephone call to the gaining department head.

Loan Closet

Items Available

Items on hand are Futons, pots & pans, kitchen items, irons, ironing boards, and baby items (beds, highchairs, strollers). We do not provide bed linens.

How to Borrow

The Soldier and Family Support Center has a Loan Closet which provides some of the necessary household items to accommodate PCSing personnel. Items may be on loan for up to one month. Call 757-788-3878 for more information.

Housing - Overview

Government Housing

Availability

Soldiers arriving at Fort Monroe are normally not immediately assigned government quarters (average waiting time is 9-12 months), and should plan to use the Housing Referral Services (HRO) for assistance in locating permanent or semi-permanent off-post housing.

Application and Eligibility

Placement on the waiting list is determined by the eligibility date in accordance with AR 210-50. The eligibility date is normally the date of departure from the last duty station if the tour was an accompanied tour. If a service member is PCSing into Fort Monroe from a dependent-restricted area, the eligibility date is the date the soldier left the Continental United States (CONUS) for the unaccompanied tour or a 14-month credit, whichever comes first.

Freeze Zone

The top 10% of each waiting list is the "freeze zone." When a name enters the freeze zone, the position on the waiting list cannot be bumped except for key and essential personnel. Since the lists are maintained by eligibility date, a name may go up or down on the list until it enters the freeze zone. It is important to maintain close contact with the housing specialist who handles your list. The Housing Office is located in Bldg 28, Room 100.

Single Service Member Housing

Rooms are available for single enlisted soldiers. HHC handles assignment for barracks room assignments.

EFM Housing

The Housing will work closely with the POST EFMP Coordinator to evaluate the availability of vacant homes that meet the needs of the family and to coordinate any adaptations required for the selected home of assignment.

Non-government Housing

The housing market is still very good in this area for buying a home. Since this area is heavy with military families and bases, selling homes is never really bad, it has slowed down, but still active. There are 7 Military bases within a 25 Mile radius of Fort Monroe.

Rental Options

Monroe has short-term apartment housing. Residents pay rent and still collect their housing allowance. Call the Housing Office at 757-788-2129; FAX 757-788-2104; DSN 312-680-2129.

Mobile Homes

There are many Mobile Parks & Villages in the area. Prices vary with location and size of mobile home.

Housing Referral Office -- 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 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.

Temporary Lodging

The Fort Monroe Lodging Office 757-788-2128 handles reservations for fifteen visitor's quarters. These units are used primarily for families PCSing in or out of Fort Monroe and TDY visitors. The soldier may use lodging receipts for reimbursement purposes. Statements of non-availability for PCS personnel are only issued when lodging is actually unavailable. Therefore, personnel PCSing into Fort Monroe should contact the Lodging Office to inquire about availability of temporary lodging on-post before they leave their previous duty station. Pets are NOT allowed in visitors' quarters.

Reporting Requirements

In order for the eligibility date to be valid, service members must report to the Housing Office and apply for government quarters within 30 days after reporting into Fort Monroe. Otherwise the eligibility date is the date of application for the waiting list. Service members may not be placed on the Fort Monroe waiting list until they sign out of their previous duty station. If the service member is TDY enroute, the soldier's spouse may apply for housing before the soldier arrives. The soldier must report to Fort Monroe before the family is assigned to quarters.

Housing - Temporary

Temporary Lodging Facility

There are fifteen transient units available, each equipped with full kitchen, washer and dryer. Incoming PCS personnel may stay seven (7) days, and outgoing PCS personnel may stay four (4) days. Families may remain after the allotted time limit on a space available basis. Call 757-788-2128 for more information.

Rates

Cost is \$40 - \$76 per family per night.

Reservations

For temporary DVQ housing for 06 and above, call Protocol at 788-7287. You can make reservations 30 days in advance.

Eligibility

PCSs to or from Fort Monroe have priority. All others are on a space-available basis.

Pets

At the present time pets are not allowed in temporary housing.

Housing - Government

Family Housing

Availability and Eligibility

The Fort Monroe Housing Division manages 168 government-owned, on-post family units. Of these, 95 are officer quarters and 72 are enlisted quarters and are available to all military ranks. All family units are unfurnished but do have a kitchen range, refrigerator, garbage disposal and dishwasher. All units have electric washer and dryer hookups except reserve personnel.

Applications for government quarters are taken in person, at the Housing Office Bldg 28. Soldiers arriving at Fort Monroe are normally not immediately assigned government quarters (average waiting time is 9-12 months), and should plan to use the Housing Referral Services (HRO) for assistance in locating permanent or semi-permanent off-post housing. Contact the [Fort Monroe Housing](#) office or call 757-788-4150/2127 for more information

There are 7 waiting lists for on-post housing. Promotable soldiers applying for quarters are considered to be eligible for housing based on the grade to which they will be promoted.

Following is a breakdown of available housing by rank:

Enlisted Housing includes:

- Senior NCO 3 bedroom (16) units
- NCO 4 bedroom (10) units
- NCO 2 bedroom (45) units

Officer Housing includes:

- General Officer 4 bedroom (13) units
- Senior Officers 4 bedroom (22) units
- Field grade 4 bedroom (40) units
- Field grade 3 bedroom (22) units

The average wait time for military family housing is 9-12 months.

Service Member Housing

Rooms are available for single enlisted soldiers. HHC handles assignment for barracks room assignments.

Household Goods - Overview

Arranging Household Goods Shipments

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

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

Automobile

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

Shipping Pets

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

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

Delivery of Household Goods Shipments

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

Customer Satisfaction Survey

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

Claims

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

Household Goods - Shipping Pets

Boarding

There is no boarding on Fort Monroe. You will need to contact an off post kennel. This is an area where your sponsor can be of assistance. For information and assistance on local pet boarding/kennels, call 757-788-262.

Registration and Vaccinations

All companion animals maintained on Fort Monroe must be registered within 15 days of arrival. All pets to include cats, over four months old, with a rabies shot, need a license from the City Treasurer's Office. Contact Langley Veterinary Office on 757-764-5678, for information.

Quarantines

There is no quarantine for pets arriving from overseas as long as your pet has current vaccinations, to include rabies vaccine, and is in good health.

Anytime a pet bites a person, the animal is required to be quarantined at a civilian veterinary facility. Contact Langley Veterinary Office on 757-764-5678 for more information.

Pet Travel

Once you have decided that an animal is going to be your traveling companion, plan for your pet's trip in the same way you plan your own.

Make sure your pet has no health problems. Your pet will be subjected to conditions guaranteed to cause stress. A clean bill of health is an important first step in assuring your pet's ability to adjust safely to unfamiliar surroundings. Also, make sure your pet has proper identification tags. The information should include your pet's name, your name, address and phone number. The carrier in which your pet will be spending most of his trip is of the utmost importance.

Veterinary Services

There are no veterinary services located on Fort Monroe; however you can call veterinary services at either Langley (757-764-4076) or Fort Eustis (757-878-5824.) You can also find local veterinarians below:

- [Armistead Avenue Veterinary Hospital](#) -- 531 North Armistead Avenue Hampton, VA 23669.
- [Mercury Animal Hospital](#) -- 757-826-4951
- Todds Lane Veterinary Hospital -- 1309 Todds Lane Hampton, Virginia 23666; 757-826-7602

Education - General Overview

Public School

There is no schools on Fort Monroe. Children residing on this installation attend Hampton City Public Schools. The numbers of schools for Fort Monroe are one of each, Elementary, Middle and High. If living off post, there many to choose from. All students receive transportation from post to their schools. Other local school are Newport News Public Schools, Yorktown, Williamsburg-James City County, and Portsmouth. Before/After School programs, summer and holiday programs for children ages 3 to 15 are held at various elementary schools and community centers throughout the area. The school sports programs are numberless including all sports activities.

Enrollment Requirements

Virginia has several requirements for students enrolling in public schools. State law requires students to attend school if they have reached their fifth birthday by September 30 and have not passed their 18th birthday. A parent or guardian must be present with proof of address when registering a new student, and must provide a certified birth certificate immunization records, proof of physical done within the last year and the child's Social Security number for enrollment. Children turning five in October, November or December of the school year will not enter kindergarten, but may be eligible for the First Step Title I program. First Step prepares 4 and 5 year olds for kindergarten. The program is free for children who qualify based on a preschool screening test, and transportation is provided. Call 757-591-4681 to make an appointment for a preschool screening.

Immunization records are also required for all new students. State law requires your child to have had at least three DPT shots (one after the fourth birthday), three oral polio vaccine doses (one after fourth birthday), two measles shots (on or after first birthday and between ages 4 and 6, or no less than one month after first dose), one rubella shot and one mumps shot (or be taking these shots on an approved schedule) before entering school. All students must have a second measles vaccination upon entering the sixth grade.

Birth certificates from the state where the child was born are required. Certificates issued by a hospital or agencies other than the state government are not sufficient. For U.S. citizens with children born outside the United States, the Certification of Birth of U.S. Citizen's born abroad, issued by the State Department, is sufficient. All students enrolled in public school are required to have a social security number. Birth certificates for children born in Virginia may be obtained by the parent or guardian by request from: Virginia Department of Health, Office of Vital Records and Health Statistics, P.O. Box 1000 Richmond, VA, 23208, 804-225-5000.

Individuals residing on post, use the Hampton City School System 757-896-8100. School start date is the first weekday after Labor Day.

Most Army installations employ a School Liaison Officer, who can assist transferring military members with unique or specific questions or problems with registration and the needs of transitioning students. The Fort Monroe School Liaison Officer can be contacted at 757-788-4673 or DSN 312-680-4673.

Home School Information

Home Educators Association of Virginia 1900 Byrd Ave. Suite 201 P.O. Box 6745 Richmond VA 22330 804-288-1608 or the Virginia Home Education Association P.O. Box 5131 Charlottesville, Va 22905 540-832-3578. For general questions regarding home instruction contact the Office of Accreditation at 804-786-1062.

Private School

The Peninsula has numerous private schools at every level of schooling. Many are religiously affiliated. A recommended first step is to call the school for information about grades, curriculum, tuition and schedules.

There are waiting lists at many schools, particularly for first grade classes. Most schools require admissions tests. Tuitions vary widely and increase with the grade level at most institutions. Preschoolers can pay as much as \$2,000 for five-day week program. High school costs can range from \$3,000-\$5,000 a year. In addition to basic fees, students pay for books and transportation. Not all private schools are accredited. If your child has been enrolled in special education classes, bring the child's "IEP" to the special education department at the school division's administrative offices on Warwick Blvd in Newport News. For more information see Special Education section.

Unique Opportunities

Hampton and some of the local schools do offer Magnet Schools, offering in-depth teaching on different subjects. Phoebus High School(The school where Fort Monroe's children attend) has a Robotic class taught by Langley's the Aero Space teachers, Newport News has a Music/ Drama magnet class. Newport News also has a Alternative Education School that offer anything from Cooking, to Construction training.

Graduation Requirements

Graduation requirements for standard diploma: 22 credits to graduate: English-4; Math-3; Laboratory Science-3; History/Social Science-3; Health and PE-2; Fine Arts or Practical Arts-1; Electives-6.

A verified unit of credit is earned by passing a course and its related Standards of Learning test. The Virginia Board of Education provides flexibility to address the special circumstances of transfer students.

Exceptional Children Programs

T.A.G. provides a variety of programs designed to meet the needs of students with exceptional intellectual abilities from kindergarten through twelfth grade.

The Fort Monroe School Liaison Office will be able to help in any needs.

For further information about accreditation contact the Virginia Department of Education, Monroe Bldg, 101 N. 14th St., Richmond VA 23219, 757-225-2094.

Adult Education

The Army Education Center provides educational services for active duty military and family members located at Fort Monroe and in the adjacent military communities. Classes are offered to prepare for the GED, & CLEP, but test are taken at local sites.

Education - Training (College/Technical)

Continuing Education

The Army Education Center provides educational services for active duty military personnel located at Fort Monroe and in the adjacent military communities. Adult family members of these military personnel are provided limited educational services on a space available basis. Services provided include counseling, outreach, testing, college programs from the AA Degree through the Master's Degree and remedial instruction in Math and English as well as Military Occupational Specialty (MOS) library services. Virginia state supported colleges and give instate Tuition to military personnel and their family members. General Education Development (GED) testing is available to military personnel without charge. Family members may take GED pre-tests to determine areas of deficiency at the Education Center, but they must take the official GED tests in the local community. The Education Center has three colleges on post which provide programs of study leading to AA Degrees through Master's Degrees. Classes are offered to prepare for the GED, & CLEP, but test are taken at local sites.

College

Personnel using payment such as G.I. Bill benefits will pay out-of-state charges unless they are Virginia residents. The one year waiting period to establish residency may be waived for active duty members who choose to pay Virginia Income Tax. The installation did not provide information regarding academic institutions who offer classes on post.

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 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 Options

Local Community

The Virginia Peninsula has benefited from significant economic growth over the past decade. We have seen the location of many new industries which have both diversified the local economy but more importantly provided a significant amount of job opportunities for the local population as well as newcomers. The local unemployment is 6.7%.

The majority of employment opportunities for family members in the Hampton Roads area are in medical, sales, production, and service fields. Management positions are scarce. The area is heavily populated with military communities from all branches of service. There are jobs, but the employment market is very competitive and wages/salaries are relatively low. Average Office work is \$10.00/hr, Food Ind. \$6.30. Several large companies have made Hampton roads their home. Among these are Colonial Williamsburg, Anhauser-Busch, MCI, and Canon. Check the Internet for phone numbers and addresses.

Local Department of Labor Employment Programs (Free): Peninsula- Peninsula Worklink- Hampton 757-865-5874, Ft Monroe 757-788-3878 and Williamsburg 757-253-4738, [Unemployment Benefits: Virginia Employment Commission](#) 757-865-5800. Visit [Virginia's Workforce Connection](#).

At this time Virginia does not recognize a military spouse leaving their job because of Military spouses' PCS orders, as a valid reason to receive UI benefits. (Virginia rules need to update and change this policy, must complain to your Local and State representatives).

Many family members stationed at Fort Monroe find employment with national temporary employment services such as Manpower and Kelly Services. The temporary agencies also offer computer literacy instruction at no cost.

On Post Employment

Appropriated and Non-appropriated fund jobs at Fort Monroe are few, since the installation is very small. The Army Community Service Family Member Employment Assistance Program (FMEAP) is housed in Bldg 206, Services available are: job bank of employment opportunities, resume and application preparation, and an employment resource library. A computer are available for resume, cover letter, and application preparation.

Military Spouse Grant Initiative Program. It will begin April 1 and it is open to all Active duty spouses, they can apply for it in every area.

Military Spouse Career Advancement Account Program

With Congressional authorization in Public Law 110-417, the Department of Defense is implementing the Military Spouse Career Advancement Account Program, providing resources and assistance to spouses of active duty services members, Guard and Reserve with a spouse on orders for one year, supporting their pursuit of a successful, long-term, portable career.

This centralized, virtual program, accessed through Military OneSource, will provide counseling and funding, up to \$6,000, to assist with licensure, certification or education opportunities leading to portable employment opportunities. A spouse will call the Military OneSource Center (1.800.342.9647) and speak with a Career and Education Consultant. The Military One Source Career and Education Consultant will assist the spouse in selecting a career goal and entering a Career Plan into the online system "My Career Advancement Account." Upon approval of the spouse's Career Plan for education, training, certification or licensure, Department of Defense will provide direct payment to the Payee (school, institution, or program) though the designated government Portal. The spouse will report back to Military OneSource upon completion of the Plan and receipt of employment. This Department of Defense funded program will be available April 2009. Program specifics are available for your review at www.militaryonesource.com. Apply online at Military OneSource.

Family members who are unable to find immediate employment are encouraged to volunteer their skills with one of the many installation agencies who utilize volunteers, i.e. Army Community Service, American Red Cross, Youth Services, Child Development Services, and Army Family Team Building (AFTB).

Employment Documentation

For job hunting purposes, be sure to hand carry the following when you move; all employment records and information, resumes, college transcripts, certificates, licenses, SF-171s and SF-50s, if applicable.

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.

Installation Specific Information

Parent Support Programs are all free and open to all Military parents and are held at the Army Community Center, 96 Stilwell, Bldg 206; 757-788-3878 or DSN 312-680-3878.

Boots N Booties one day training held quarterly for all expecting and new parents.

Toddler Time Play Group, held each Monday morning 10:00 - 11:00 a.m. at the Community Activity Building. Open to infant-2 years. One Monday a month is pool play time.

Single Parent Support group held second Tuesday of the month, during lunch time 11:00 a.m. - 1:00 p.m.

Potty Training, 123 Magic plus other workshops, are held quarterly.

Child Care

Child Development Center (CDC)

Fort Monroe's CDC programs have been accredited by the National Academy of Early Childhood Programs (NAEYC) since 1991. The Academy accredits programs providing high quality care and early childhood education for young children. The CDC is also certified annually by the Department of Defense. Many staff members have earned a Child Development Associate (CDA) Credential or an associates degree. On-going annual training is mandatory for all staff.

The Fort Monroe Child Development Center (CDC) is located at 245 Fenwick Road. The CDC offers Hourly Care from 8:30 am until 3:30 pm. Hourly care fees are subject to change but are presently \$2.50 per hour. The CDC also offers full day child care for ages 6 months to kindergarten age, not in school, and before and after preschool and Kindergarten care.

The Fort Monroe Child Development Center (CDC) has a waiting list for ages 6 months to Kindergarten age. To be placed on the waiting list, patrons must come to the CR office between the hours of 8:00 am to 6:00 pm. and complete a waiting list form. A patron's child remains on the list for three months from the date of application.

Registration is required prior to use of any Child Development Services program. There are registration fees for all programs. Immunization records are required at registration and all child(ren) must have a physical or well baby check, but do have 30 days to submit a copy of the physical to the CR office.

Fees for the child care programs are governed by DOD and are based on total family income. Registration and fee payment are required prior to services being rendered. For more information please call 757-788-3595 or DSN 312-680-3595.

Respite care is savable through the Family Advocacy program at Army Community Service call 757-788-3878 for more information.

Eligibility

All Child Development Services (CDS) programs may be used by children six weeks to 12 years old of active duty military and DOD civilians.

Programs Offered

Following is list of programs available at the Fort Monroe CDC:

- Full Day Care -- Offers full-day care for ages 6 weeks through kindergarten age from 6:30 a.m. to 6:00 p.m.
- Hourly Care -- Available for ages 6 weeks through kindergarten age from 8:30 a.m. to 3:30 p.m., Monday through Friday. CYS enrollment is required to make a reservation for hourly care. Hourly care is offered at the rate of \$3 per hour per child. Reservations may be made 30 days in advance and up to three days per week. Hourly care is limited to 15 hours per week.
- Part Day Preschool -- Offers a pre-kindergarten curriculum and readiness experience for four-year-old children who do not need full day child are. Classes meet from 9:00 a.m. to 11:30 a.m.
- Kindergarten Before/After School -- Available from 6:30 - 8:30 a.m. and 2:30 - 6:00 p.m. Monday through Friday. Hampton City Schools provide transportation for schools that serve Ft. Monroe. After school transportation may be available for students from St. Mary's, Asbury, Barron, Phillips and Gloria Dei. School Age Services provides this transportation at a cost of \$20 per month.

Family Child Care (FCC)

The FCC program offers childcare in a home setting by Army monitored, trained and certified providers. FCC offers options for those with shift work or extended hours, or other special needs.

School Age Services (SAS)

School Age Services (SAS) program provides services before and after school, during holidays and over the summer break. SAS provides children positive individual and group experiences with adults and peers that compliment the school

day, through educational and recreational activities which support the children's needs. The program provides children opportunities to learn more about existing interest and skills.

Youth Services

Youth Services

Youth Sponsorship Program

Youth Sponsorship is provided by age and interest. Sponsorship is a great way to make new friends, Programs offer individual-to-individual, group-to-group, or individual-to-group assignments. To obtain a sponsorship request form, please call 757-788-2427/3957.

Youth Employment

We have some employment opportunities for Youth with NAF activities such as the commissary, exchange and Bay Breeze Community Center. Youth are encouraged to register as volunteers as an opportunity to seek gainful employment at any one of the numerous service organizations on post.

Youth Center

The Fort Monroe Youth Center programs are designed to attract teens by presenting them with the challenge of going beyond program attendance and participation. Teen Programs require youth commitment and responsibility for programs as teens are encouraged to obtain ownership of programs. Through participating in Teen Programs, the Youth can create opportunities to discover new dimensions in their communities and within themselves.

A wealth of creative, supervised Youth Activities are available through the Youth Center. The activities are designed to be fun, promote physical fitness and develop lifelong recreation skills. As an added benefit, youth programs may also help young people overcome the stress associated with relocating and adjusting to new friends and peer groups at a new duty station. Youth Center sports include soccer, baseball, basketball, football, etc. The Center has a game room, full size basketball court and gymnastics studio. Classes are offered in gymnastics, self-defense and arts and crafts. All Youth Center programs are open to Youth Services members.

Youth Religious Programs

Chapel of the Centurion services for children is the Sunday Service 9:30 am at the chapel center. Wednesday Night Family Activities with family style dinner and Bible study and fellowship. Call 757-788-2611 for more information.

Youth Sports

On going Youth Sports programs include: Soccer, Baseball, Windsurfing, Basketball, and cheerleading. CYS 757-788-3957.

Boy/Girl Scouts

Both Girl & Boy Scouts are available on Fort Monroe call CYS for times and place 757-788-3957.

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

Financial Readiness Program

ACS provides a full range of financial services, whether you are having financial difficulties or just want to expand your knowledge about finances. We offer basic financial classes on budgeting, financial planning, and credit. We can assist with debt liquidation and we provide consumer information.

Budget counseling and debt management counselors offer advice and advocacy to Soldiers and families. Sessions are tailored to individual needs; all consultations are private, and each last approximately 1 hour. Please call for specific details. One of the sessions is Financial Management; this course covers the fundamentals of personal finance. Some of the topics covered are: budget planning, setting goals, learning to live on less, tax management, debt consolidation and consumer advocacy, etc. Call Army Community Service (ACS) for dates and times of for class. Some of the other class's available are Car buying strategies, Financial planning for women & Financial planning-Surviving the holidays.

All First-Term soldiers are mandated to attend an eight block of instruction on "Financial Management." If Fort Monroe is your first duty assignment or you have not attended this class at your last duty station, please contact your unit to sign up for this class.

Consumer Affairs acts as an advocate of the Soldier when dealing with businesses off post. The program tracks business scams aimed at taking advantage of Soldiers. The program also educates Soldiers on state laws that may affect them. Before applying for food stamps, visit ACS to see if you qualify for the Army's Subsistence Supplemental Allowance. All Soldiers receiving partial or full BAS may apply for the program.

Cost of Living

Although Fort Monroe and the surrounding communities may not be considered high cost living areas, soldiers and their families are often surprised by the initial outlay of dollars required to get established in the community. Waiting time for government quarters will usually average from 9-12 months, depending on family size and needs, therefore, families are required to make other arrangements until they obtain quarters.

If you are relocating to Fort Monroe you should know that the cost of living here is Mid -High range. The average costs for housing - rentals are from \$800-\$1,200.00 and purchasing a home range from \$200,000.00 and up depending on size and location. The average monthly utility payments are \$280.

Monroe Apartments is an excellent option to consider. This is a privately owned apartment complex located on-site. The service member also retains his Basic Allowance for Housing Allowance while in residence here. Area rental agencies usually require a deposit equal to one month's rent and the first month's rent up front. Rent on a two bedroom unfurnished apartment will average between \$750 - \$1100.00 per month. Rent on a three bedroom unfurnished house will average \$800 per month. Many realtors require a six month lease be signed. Make sure your lease includes a military clause providing for the breaking of the lease when you PCS. A military clause will not allow you to break a lease for moving into government quarters. It is best not to spend more than one quarter of your take home pay for a place to live.

Before you sign a lease, be sure to inquire about the utility bills by calling those services and getting the previous renter's averages and know which utility bills you are required to pay. If you are a member of Ft Monroe, Ft Eustis, Langley, Navy, Naval Weapons Station, Guardian, Atlantic Fleet and/or Amphibious Federal Credit Unions (FCUs), the Credit Union will insure you that you do not have to pay a utility deposit. You can obtain the paperwork for the utility deposit paperwork at the credit union.

Many Soldiers and families qualify for state and government assistance programs such as Women, Infants and Children (WIC), food stamps, and other social programs. Financial Readiness can screen and give information on state and government programs.

Automobile Insurance

It is important to contact your automobile insurance agent and change the location of your car since your rates depend on the area in which you reside. Virginia minimum car insurance coverage requirements are 25/50/10. The first two numbers refer to bodily injury liability limits and the third number refers to the property damage liability limit. Once you

have adequate liability coverage, the following strategies can be used to save money on auto insurance:

- take as large a deductible as you can afford on collision and comprehensive coverage
- if your car is over five years old and paid for, consider dropping collision and comprehensive coverage
- if you have adequate health and liability insurance, you will probably find that your uninsured motorist coverage duplicates the protection you already have
- don't purchase optional coverage that may offer few or rarely used benefits
- take advantage of any discounts for which you are eligible
- shop around since premiums for identical coverage vary widely from company to company

For additional information, contact the Army Community Service Consumer Affairs/Financial Assistance Program at 757-788-4132, or DSN 312-680-4132.

Army Emergency Relief

If unforeseen travel and related maintenance expenses are incurred such as transportation, lodging or food, when applicable, due to extraordinary costs involved with permanent change of station (PCS), AER assistance is available. This assistance may also provide for payment of initial rent, security and utility deposits. Soldiers applying for AER financial assistance must present a current military dependent ID Card. Additionally, transient soldiers must also show orders.

To obtain an appointment with the Fort Monroe AER office, call 757-788-4132, or stop by the Army Community Service, Bldg 206, 96 Stillwell Road. Financial guidance is offered to those experiencing money management difficulties, or for those who wish to be in control of their finances. Consumer Affairs and Financial Counseling service personnel can work with you to prepare a personalized budget and spending plan designed to make life easier. Army Emergency Relief, as always, is there when needed in a crisis, making loans and grants.

Advance Basic Pay

This is basically an interest-free loan you can get when you make a permanent change of station move. The collateral is your military salary. You normally repay advance basic pay in 12 equal payments. You may draw up to three months' basic pay in advance, interest free. Normally, basic pay advances are paid back over a period of 12 months, starting a month after the allowance is drawn. However, regulations permit a 24-month pay-back period under certain conditions. Your base pay and finance office can provide details. Advances are loans, and you have to pay them back.

Legal Assistance

Legal Services

Legal Assistance provides general, special or medical powers of attorney & notary services. We also have a Inspector General who will help with personal problems and using the chain of command or other assistance.

Eligibility -- Assistance is available for all Military and family members with a valid ID card, with some services for DOD civilian employees.

Claims Services

The Legal Claims Center provides assistance and instruction on how to submit claims for lost and/or damaged personal property arising from transportation losses. Services provided are Claims for lost or damaged personnel property arising from transportation, or incidents occurring on-post or while TDY.

Deployment Support

Family Deployment Support

Frequent deployments are a way of life in the military. Many of the family issues that need to be resolved during a Permanent Change of Station (PCS) apply to deployments and frequent separations. Be proactive and visit your installation Family Readiness office in the Family Center for valuable information on programs that can benefit you and your family before, during, and after a family separation. DoD and the Services have created several new web sites which address deployment issues for all family members.

All ACS programs assist deploying troops with a variety of services from information on play groups, coping with stress during the deployment cycle, establishing Family finances, and provide extensive resources to assist Service members and their Families during the deployment cycle. Training is also provided for Family Readiness Support Assistants, Rear Detachment Commanders, and FRG Volunteers to equip/educate them on their roles and responsibilities. Waiting Spouses group is also presented once a month in the evening. A monthly packet with local information is sent to all family members, with upcoming events. Fee reduction for parents of deployed soldiers is offered at the Child, Youth and School services. Pre-deployment briefs are done on a one-one, and at the monthly Levy Brief.

The Family Readiness Groups (FRGs) assist commanders in maintaining readiness of Service members, Families, and the military community within the Army by promoting self-sufficiency, resiliency, and stability.

Health Care - Overview

Moving With TRICARE

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

When Enrolled in a TRICARE Prime Option

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

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

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

Prime Options in the United States

TRICARE Prime

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

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

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

TRICARE Prime Remote

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

Prime Options Outside of the United States

TRICARE Prime Overseas

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

- TRICARE Europe Toll free: 1-888-777-8343; Commercial 011-49-6302-67-7432; DSN 314-496-7432 Fax Numbers: Commercial 011-49-6302-67-6374; DSN 314-496-6374 or [e-mail](#)
- TRICARE Pacific Toll free: 1-888-777-8343; Commercial 011-81-6117-43-2036; DSN: 643-2036; Remote Sites: 011-65-6-338-9277 Fax Numbers: Commercial 011-81-611-743-2037; DSN: 643-2037 or [e-mail](#)

- TRICARE Latin America & Canada (TLAC) Address: TAO-LAC, Bldg 38802, Ft Gordon GA 30905-5650; Toll free 1-888-777-8343; 1-706-787-2424; DSN: 773-2424 Fax Number 1-706-787-3024 or [e-mail](#)

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

TRICARE Global Remote Overseas

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

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

When Using TRICARE Standard and Extra

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

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

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

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

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

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

When Using TRICARE For Life

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

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

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

nation provider and you will be responsible for TRICARE deductibles and cost shares.

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

Getting Care Along the Way

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

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

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

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

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

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

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

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

Filling Prescriptions on the Road

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

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

Your pharmacy coverage is limited overseas:

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

- To use the mail-order pharmacy overseas, the prescription must be from a U.S. licensed provider and you must have an APO or FPO address.

If You Have Questions

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

Installation Specific Information

Family Health care is available on Fort Monroe, and at other local Military bases in the area. When inprocessing, you will have a chance to pick where you would like your family members to be attached.

Medical Care

The Craven Army Health Clinic on Fort Monroe is a very small clinic, but has all General Medical Services, Health Care and Dental Care. All appointments are made through the TRICARE appointment center at 866-645-4584.

The closest emergency room is at Langley AFB, which is 5 miles away. Other close hospitals are Sentara, Riverside Regional Medical Center, and Mary Immaculate Hospital.

Dental Care

The Dental Clinic handles dental care for all active duty service members. You may contact the clinic at 757-314-8060 to schedule an appointment.

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 mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personnel services to families with special needs. It is not mandatory for civilian employees, but they must disclose special family member needs if going overseas, and must process documentation through Civilian Personnel Assistance Center (CPAC).

An exceptional family member is a family member (child or adult) with any physical, emotional, developmental, or intellectual disability that requires special treatment, therapy, education, training, or counseling.

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

Special Education Services are provided to all approved handicapped students, ages 2 through 22. Fort Monroe children go through Hampton City School s Special Education Department. The Special Education Department served over 3,200 students during the 2001-2002 school year ranging in age from 2-22. Services were provided through a continuum of delivery models including consultative, inclusion, resource, self- contained and separate day schools. Related Services were provided in the areas of speech therapy, occupational therapy, physical therapy, orientation and mobility, other Health, Hearing, Visually and Speech Impaired, Preschool, transportation is available when needed to support the special education program. In response to students needs, the department restructured the elementary model and added support professionals in the areas of assistive technology, transition, and behavior management.

Initial Registration/Important Documents

When moving to Hampton with a child who has special needs, initial registration is completed at the Special Education Office located at 303 Butler Farm Road, Suite 108. The office is open daily from 8:00 a.m. to 4:00 p.m. To complete the registration, please bring a current IEP and any other records from your child s previous schools that you have. However, even if you do not have any records, please come to the office to register so that we can get a release to obtain records from the previous school division.

A Special Education Coordinator will review the information from your previous district and make a school placement for your child. Once you are notified of the school location, you will need to register at the school. To register you must have a copy of your child s birth certificate, immunization record, social security card, and a current physical.

Please keep in mind that we strive to place each child in or as close to his/her community school as possible, but sometimes circumstances prevent this from happening.

Parent Resource Center

A Parent Resource Center is available for parents, professionals, and community members who wish to learn more about special education. A newsletter provides information regarding the workshops, in-services, focus groups and new information added to the lending library. The Parent Resource Center can be contacted by dialing 757-850-7223. The Director of Special Education, can be reached by telephoning 757-896-8220.

For assistance locating additional services available or targeting the special education services that best match your needs, please contact Army Community Service Exceptional Family Member Program Manager at 757-727-3993.

Contact Information

*3 Ruckman Raod
Bldg 77*

IMNE-MNR-MWA 19
Fort Monroe, VA 23651-6130

Phone 757-788-4344
Phone (DSN) 312-680-4344
Fax 757-788-3713

Fax (DSN) 312-680-3713

[Website](#)

Automotive Services

*Automotive Services
102 Griffith Street
Bldg 210*

Fort Monroe, VA 23651-6133

Phone 757-788-2311
Phone (DSN) 312-680-2311
Fax 757-723-4571
Fax (DSN) 312-680-3720

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

Monday - Friday 8:00 a.m. - 5:00 p.m.

Beauty/Barber Shops

*Barber Shop
102 Griffith Street
Bldg 210*

Fort Monroe, VA 23651

Phone 757-788-3604

Monday - Friday 9:00 a.m. - 6:00 p.m.

Saturday 9:00 a.m. - 4:00 p.m.

Sunday - closed

Holidays - closed

Chapels

*Chapel of the Centurion
21 Casemate, Ruckman Rd
Bldg 166*

Fort Monroe, VA 23651

Phone 757-788-2611 / 757-788-4157
Phone (DSN) 312-680-2611
Fax 757-788-2107
Fax (DSN) 312-680-2107

Monday - Friday 8:00 a.m. - 4:30 p.m.

Adult Education Centers

*Adult Education Center at Fort Monroe
60 Ingalls Road*

Bldg 82 in Health Clinic Bldg

Fort Monroe, VA 23651-6300

Phone 757-788-2454 / 757-788-4345

Phone (DSN) 312-680-2454

Fax 757-788-3137

Fax (DSN) 312-680-3137

[Email](#)

[Website](#)

Monday, Tuesday, Wednesday and Friday 8:00 a.m. - 4:30 p.m.

Thursday 1:00 p.m. - 4:30 p.m.

Barracks/Single Service Member Housing

*Housing Office
318 Cornog Lane
Bldg 28*

Fort Monroe, VA 23651

Phone 757-788-2400 / 757-788-2127

Phone (DSN) 312-680-2400/2127

Fax 757-788-2104

[Website](#)

Monday - Friday 7:45 a.m. - 4:45 p.m.

Beneficiary Counseling Assistance Coordinators

*Clinic- Craven Army Health & Dental Clinic
60 Ingalls Road
Bldg 82*

Fort Monroe, VA 23651

Phone 866-645-4584 / 757-314-8023 / 757-314-8011

Phone (DSN) 312-680-8023

Fax 757-953-0863

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

Dental Clinic:

Monday, Tuesday, Wednesday, Friday 7:30 a.m. - 4:00 p.m.

Friday 7:30 a.m. - 3:00 p.m.

Beneficiary Counseling:

Monday - Friday 8:00 a.m. - 2:30 p.m.

Health Clinic:

Monday - Friday 7:30 a.m. - 4:00 p.m.

Child Development Centers

*Child Development Center
245 Fenwick Rd
Fort Monroe, VA 23651*

Phone 757-788-3595

Phone (DSN) 312-680-3595

Fax 757-788-4781

Fax (DSN) 312-680-5957

[Website](#)

Monday - Friday 6:30 a.m. - 6:00 p.m.

Child and Youth Registration and Referral*Child Development Center*245 Fenwick Rd
Fort Monroe, VA 23651

Phone 757-788-3595

Phone (DSN) 312-680-3595

Fax 757-788-4781

Fax (DSN) 312-680-5957

[Website](#)

Monday - Friday 6:30 a.m. - 6:00 p.m.

Civilian Personnel Office*Civilian Personnel Office*60 Ingalls Road
Bldg 82

Fort Monroe, VA 23651

Phone 757-788-2457

Phone (DSN) 312-680-5223

Fax 757-788-3387

[Website](#)

Monday - Friday 8:00 a.m. - 4:00 p.m.

Dental Clinics*Clinic- Craven Army Health & Dental Clinic*60 Ingalls Road
Bldg 82

Fort Monroe, VA 23651

Phone 866-645-4584 / 757-314-8023 / 757-314-8011

Phone (DSN) 312-680-8023

Fax 757-953-0863

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

Dental Clinic:

Monday, Tuesday, Wednesday, Friday 7:30 a.m. - 4:00 p.m.

Friday 7:30 a.m. - 3:00 p.m.

Beneficiary Counseling:

Monday - Friday 8:00 a.m. - 2:30 p.m.

Health Clinic:

Monday - Friday 7:30 a.m. - 4:00 p.m.

Emergency Relief Services*Army Emergency Relief (AER)*IMNE-MNR-MWA 19
96 Stillwell Road

Bldg 206

Fort Monroe, VA 23651

Phone 757-788-4132 / 757-788-3878

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Citizenship and Immigration Services*The USCIS Norfolk Field Office*Norfolk Commerce Park
5280 Henneman Drive

Norfolk, VA 23513

Phone 1-800-375-5283

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Commissary/Shoppette*Commissary/Shoppette*Bldg 210
Fort Monroe, VA 23651

Phone 757-722-0794

Monday - Friday 8:00 a.m. - 5:00 p.m.

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

Sunday 11:00 a.m. - 5:00 p.m.

Deployment/Mobilization*Army Community Service*IMNE-MNR-MWA 19
Bldg. 206

Fort Monroe, VA 23651

Phone 757-788-3878 / 757-788-2070

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Exceptional Family Member Program/Special Needs*Exceptional Family Member*IMNE-MNR-MWA 19
96 Stillwell Road

Bldg 206

Fort Monroe, VA 23651

Phone 757-788-3535 / 757-788-3878

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Exchange(s)*Exchange*

AAFES Branch Store

Bldg. 210

Ft. Monroe, VA 23651-6130

Phone 757-722-0794

[Website](#)

Monday - Saturday 10:00 a.m. - 6:00 p.m.

Sunday 11:00 a.m. - 5:00 p.m.

Closed Holidays

Family Center*Army Community Service*

IMNE-MNR-MWA 19

Bldg. 206

Fort Monroe, VA 23651

Phone 757-788-3878 / 757-788-2070

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Finance Office*Finance Office*

60 Ingalls Road

Bldg 82

2nd Floor

Fort Monroe, VA 23651

Phone 757-788-4281 / 757-788-2670

Phone (DSN) 312-680-4281

Fax 757-788-2651

Fax (DSN) 312-680-2561

Monday, Tuesday, Wednesday, Friday 8:00 a.m. - 4:30 p.m.

Thursday 1:00 p.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Financial Institutions*Old Point National Bank*

Fort Monroe Branch

100 Griffith Street

Fort Monroe, VA 23651

Phone 757-728-1272

Monday - Thursday 9:00 a.m. - 5:00 p.m.

Friday 9:00 a.m. - 6:00 p.m.

Saturday - Closed

Sunday - Closed

Family Advocacy Program*Family Advocacy*

IMNE-MNR-MWA 19

96 Stillwell Road

Bldg 206

Fort Monroe, VA 23651

Phone 757-788-3535 / 757-788-3878

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Family Child Care/Child Development Homes*Child Development Center*

245 Fenwick Rd

Fort Monroe, VA 23651

Phone 757-788-3595

Phone (DSN) 312-680-3595

Fax 757-788-4781

Fax (DSN) 312-680-5957

[Website](#)

Monday - Friday 6:30 a.m. - 6:00 p.m.

Financial Institutions*Federal Credit Union*

102 Griffith Street

Bldg 210

Fort Monroe, VA 23651

Phone 757-788-2993 / 757-722-1626

Fax 757-728-3708

Monday - Friday 9:00 a.m. - 5:00 p.m.

Saturday - Closed

Sunday - Closed

Gymnasiums/Fitness Centers*Fort Monroe Fitness Center*

8 Ruckman Rd

Bldg 171

Fort Monroe, VA 23651

Phone 757-788-3090

Phone (DSN) 312-680-3090

Fax 757-788-2062

Fax (DSN) 312-680-2062

[Website](#)

Monday - Friday 5:30 a.m. - 8:00 p.m.

Saturday - Sunday 8:00 a.m. - 4:00 p.m.

Hospital/Medical Treatment Facility(s)

Clinic- Craven Army Health & Dental Clinic
60 Ingalls Road
Bldg 82

Fort Monroe, VA 23651

Phone 866-645-4584 / 757-314-8023 / 757-314-8011

Phone (DSN) 312-680-8023

Fax 757-953-0863

[Website Website](#)

Dental Clinic:

Monday, Tuesday, Wednesday, Friday 7:30 a.m. - 4:00 p.m.

Friday 7:30 a.m. - 3:00 p.m.

Beneficiary Counseling:

Monday - Friday 8:00 a.m. - 2:30 p.m.

Health Clinic:

Monday - Friday 7:30 a.m. - 4:00 p.m.

Household Goods/Transportation Office (outbound)

Transportation Office
60 Ingalls Road
Bldg 82

Fort Monroe, VA 23651

Phone 757-788-2143 / 757-764-2044

Phone (DSN) 312-680- 2144

[Email](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Housing Referral Office/Housing Privatization

Housing Office
318 Cornog Lane
Bldg 28

Fort Monroe, VA 23651

Phone 757-788-2400 / 757-788-2127

Phone (DSN) 312-680-2400/2127

Fax 757-788-2104

[Website](#)

Monday - Friday 7:45 a.m. - 4:45 p.m.

Information and Referral Services

Information and Referral
IMNE-MNR-MWA 19
96 Stillwell Road

Bldg 206

Fort Monroe, VA 23651

Phone 757-788-3878 / 757-788-4344

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

[Email](#)

[Website](#)

Household Goods/Transportation Office (inbound)

Transportation Office
60 Ingalls Road
Bldg 82

Fort Monroe, VA 23651

Phone 757-788-2143 / 757-764-2044

Phone (DSN) 312-680- 2144

[Email](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Housing Office/Government Housing

Housing Office
318 Cornog Lane
Bldg 28

Fort Monroe, VA 23651

Phone 757-788-2400 / 757-788-2127

Phone (DSN) 312-680-2400/2127

Fax 757-788-2104

[Website](#)

Monday - Friday 7:45 a.m. - 4:45 p.m.

ID/CAC Card Processing

Identification Cards
60 Ingalls Road
Bldg 82

Fort Monroe, VA 23651

Phone 757-788-2960 / 757-788-3139

Phone (DSN) 312-680-2960

Fax 757-788-5990

Legal Services/JAG

Legal Center
3 Ruckman Road
Bldg 77

Fort Monroe, VA 23651

Phone 757-788-2157

Phone (DSN) 312-680-2157

Fax 757-788-3904

Fax (DSN) 312-680-3904

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Library*Library*

7 Bernard Rd

Fort Monroe, VA 23651

Phone 757-788-2909

Phone (DSN) 312-680-2909

Fax 757-788-2931

Fax (DSN) 312-680-2931

[Website](#)

Monday - Friday 8:00 a.m. - 6:00 p.m.

Loan Closet*Lending Closet*

IMNE-MNR-MWA 19

96 Stillwell Road

Bldg 206

Fort Monroe, VA 23651

Phone 757-788-3878 / 757-788-4344

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

MWR (Morale Welfare and Recreation)*Morale Welfare and Recreation*

Bldg 82

Fort Monroe, VA 23651

Phone 757-788-2491

Phone (DSN) 312-680-2491

Fax 757-788-2712

Fax (DSN) 312-680-2712

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Military Clothing Sales*Fort Monroe Exchange*

102 Griffith Street

Bldg 210

Fort Monroe, VA 23651

Phone 757-722-0794

Fax 757-723-4571

[Website](#)**Military Clothing Sales***Military Clothing Sales*

102 Griffith Road

Bldg 210

Fort Monroe, VA 23651

Phone 757-722-0794

Fax 757-723-4571

[Website](#)**New Parent Support Program***New Parent Support Program*

IMNE-MNR-MWA 19

96 Stillwell Road

Bldg 206

Fort Monroe, VA 23651

Phone 757-788-3878 / 757-788-3511

Phone (DSN) 312-680-3878

Fax 757-788-3713

Fax (DSN) 312-680-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Non-appropriated Funds (NAF) Human Resources*NON-APPROPRIATED FUND (NAF) LISTINGS*

60 Ingalls Raod

Bldg 82

Fort Monroe, VA 23651

Phone 757-788-2045

Phone (DSN) 312-680-5223

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Personal Financial Management Services*Financial Programs*

96 Stillwell Raod

Bldg 206

Fort Monroe, VA 23651

Phone 757-788-4132 / 757-788-3878

Phone (DSN) 312-680-3878

Fax 757-788-3713

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Personnel Support Office

Personnel Office (GS)
60 Ingalls Road
Bldg 82

Fort Monroe, VA 23651
Phone 757-788-3152

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Restaurants/Fast Food

Restaurant Thumper's on the Bay
207 McNair Road
Fort Monroe, VA 23651

Phone 757-788-4680
Fax 757-788-4680

[Website](#)

Monday - Friday 7:00 a.m. - 3:00 p.m.

Retirement Services

RETIREMENT SERVICES OFFICE
3 Ruckman Road
Bldg 77

Fort Monroe, VA 23651
Phone 757-788-2093
Phone (DSN) 312-680-2093
Fax 757-788-7463

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

School Liaison Office/Community Schools

Fort Monroe School Liaison Officer
1 Patton Road
Fort Monroe, VA 23651

Phone 757-788-4673
Phone (DSN) 312-680-4673
Fax 757-788-4781

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Temporary Lodging/Billeting

Billeting
80 Ingalls Road
Bldg 80

Fort Monroe, VA 23651
Phone 757-788-2128
Phone (DSN) 312-680-2128
Fax 757-788-4089

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 6:00 p.m.

Relocation Assistance Program

Relocation Assistance
IMNE-MNR-MWA 19
96 Stillwell Road

Bldg 206
Fort Monroe, VA 23651
Phone 757-788-3878 / 757-788-4344
Phone (DSN) 312-680-3878
Fax 757-788-3713
Fax (DSN) 312-680-3713

[Email](#)

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Restaurants/Fast Food

Bowling Alley Laneside Grill
383 Fenwick Road
Bldg 201

Fort Monroe, VA 23651
Phone 757-788-2089 / 757-788-2939

[Website](#)

Monday - Friday 8:00 a.m. - 6:00 p.m.

School Age Care

School Age Services
1 Patton Road
Bldg 95

Fort Monroe, VA 23651-6133
Phone 757-788-2698
Phone (DSN) 312-680-2698
Fax 757-788-4781

Fax (DSN) 312-80-4781

[Website](#)

Monday - Friday 7:30 a.m. - 6:00 p.m.

Spouse Education, Training and Careers

Employment Readiness
IMNE-MNR-MWA 19
96 Stillwell Road

Bldg 206
Fort Monroe, VA 23651
Phone 757-788-3878
Phone (DSN) 312-680-3878
Fax 757-788-3713
Fax (DSN) 312-680-3713

[Email](#)

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Travel Office

Carlson Wagonlit Travel
60 Ingalls Rd
Bldg 82

Fort Monroe, VA 23651
Phone 757-727-0427
Fax 757-727-0713

[Email](#)

[Website](#)

Monday - Friday 9:00 a.m. - 4:00 p.m.

VA Facilities

VA Medical Center
100 Emancipation Drive
Hampton, VA 23667
Phone 757-722-9961
Fax 757-728-7000

[Website](#)

Welcome/Visitors Center

Army Community Service
IMNE-MNR-MWA 19
Bldg. 206
Fort Monroe, VA 23651
Phone 757-788-3878 / 757-788-2070
Phone (DSN) 312-680-3878
Fax 757-788-3713
Fax (DSN) 312-680-3713

[Email](#)

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

Monday - Friday 8:00 a.m. - 4:30 p.m.

Saturday - Closed

Sunday - Closed

Victim Advocate Services

Victim Advocate Services
IMNE-MNR-MWA 19
96 Stillwell Road
Bldg 206
Fort Monroe, VA 23651
Phone 757-672-3200
Phone (DSN) 312-680-3878
Fax 757-728-1538
Fax (DSN) 312-680-3713

[Email](#)

[Website](#)

Monday - Friday 8:00 a.m. - 4:30 p.m.

Youth Programs/Centers

Youth Center
100 Stillwell Road
Bldg 221
Fort Monroe, VA 23651
Phone 757-788-3957/2042/2986
Fax 757-788-3786

[Website](#)

Major Units

Headquarters and Headquarters Company (HHC)

Contact Information:

COM: 757-788-4114

DSN: 312-680-4114

Military Police (MP) Activity

Contact Information:

COM: 757-788-2238/2239

DSN: 312-680-2238/2239

The United States Continental Army Band

Contact Information:

COM: 757-788-3888

DSN: 312-680-3888