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PLAN MY MOVE

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

## Plan My Move Booklet for Fort Hood

### Overview



Location

Fort Hood rests in the beautiful "hill and lake" country of Central Texas approximately 60 miles north of the capital city of Austin and 50 miles southwest of Waco. Fort Hood is fortunate to have the growing cities of Killeen and Copperas Cove as neighbors. These cities include new and affordable housing areas, shopping centers, recreation facilities and good restaurants. Killeen's cost of living index is 76, 100 is the national average. The major access highway to Fort Hood's principal cantonment area and West Fort Hood is U.S. Highway 190, which provides four-lane controlled access to the post from Interstate Highway 35, the main North-South route through Central Texas. The base operator's phone number is 254-287-1110.

### History

Fort Hood was named for the famous Confederate General John Bell Hood, an outstanding leader who gained recognition during the Civil War as the commander of Hood's Texas Brigade. The original site was selected in 1941, and construction of South Camp Hood began in 1942. Camp Hood was designated as Fort Hood, a permanent installation, in 1951. Today Fort Hood is the largest active duty armored post in the United States, and is the only post in the United States that is capable of supporting two full armored divisions. For more information, go to the [Fort Hood homepage](#).

### Mission

U.S. Army Garrison Fort Hood, is a power projection platform in support of the full spectrum of operations. In addition to 1st Cavalry Division (Mechanized) and 4th Infantry Division, Fort Hood is also home for Headquarters Command III Corps, 3d Signal Brigade, 13th Sustainment Command (Expeditionary), 13th Finance Group, 89th Military Police Brigade, 504th Military Intelligence Brigade, 21st Cavalry Brigade (Air Combat), 3rd Armored Cavalry Regiment, 4th Battalion 5th Air Defense Artillery, Division West First Army, 36th Engineer Brigade, Dental Activity (DENTAC), Medical Support Activity (MEDDAC), Army Operational Test Command (AOTC) and various other units and tenant organizations.

### Population Served

The demographic composition of Fort Hood differs significantly from surrounding communities. The total service area population exceeds over 300,000. Fort Hood has a relatively young population, the largest age group being the 25 to 34 year group. Additionally, the post has very few people over 55 years old (as most have retired by that time). The ethnic mix of the military is usually more diverse than a typical Texas city, and Fort Hood follows this pattern with 48% White, 26% African-Americans, 19 % Hispanics, 3 % Asians, and 4% various other races.

### Base Transportation

Currently, there is no base transportation on this installation.

### Sponsorship

Upon receipt of assignment orders to Fort Hood; contact the Copeland Soldier Service center at 254-287-3832 for information about obtaining a sponsor. Soldiers with pin point assignment can request sponsorship by mailing their gaining unit a DA Form 5434 (Sponsorship Program Counseling Information Sheet). Soldiers desiring a pin-point assignment can contact Strength Management at 254-287-7525, 254-288-5252 or DSN 312-737-7525.

ACS Relocation Readiness is proud to offer its Sponsor a Spouse Sponsorship Program for all incoming spouses. This program helps minimize problems associated with arriving in a new community, assess needs of newcomer families, provide the right information at the right time, tailor the service, and be responsive to the customer and to identify at risk families for services. A Sponsor a Spouse card is available in the Relocation Office and various locations throughout the post to register spouses and assess their need for services. Off post family members can obtain sponsorship by contacting the relocation office by telephone. This card lists services associated with the move. During the initial counseling process a checklist is utilized to help minimize problems associated with relocation to a new duty station. Information given consists of a Welcome CD, Lending Closet, Settling-In Information, Financial Assistance, Parenting/Stress Management, Foreign-Born Spouse, Army Family Team Building, Exceptional Family Member, Employment Referral, Child and Youth Services, School Liaison, and Volunteer Referral. This program helps ensure newcomer spouses have a positive first impression and arrive feeling like members of the Great Team. To obtain information from Army Community Service, call 254-287-4471 or DSN 312-737-4471.

Youth Sponsorship is a way to match up relocating military youth with youth already living at the Great Place. Sponsors will answer their questions, send them information, give them a tour once they arrive, and assist them in making new friends. No one knows a place better from a military youth's perspective than one already living here. All Fort Hood youth centers and school-age programs have center/site Ambassadors that serve in this capacity. For further information call 254-288-7946.

### **Temporary Lodging**

All soldiers PCSing to Fort Hood must call 1-800-GO ARMY1 (1-800-462-7691) or Fort Hood Lodging 254-532-5157 to make a reservation. Priority reservations are for TDY and PCS and are on a space available basis. If space is not available the Soldier will be issued a statement of non availability authorizing them to stay off post.

### **Relocation Assistance**

Army Community Service Relocation Readiness Program, 254-287-4471 offers a variety of relocation assistance services and resources to eliminate the stress associated with relocating. Soldiers processing into Fort Hood attend a Newcomer's brief as part of their in processing through 21st Replacement Detachment. The Lending Closet has basic household items available for Soldiers and families arriving or leaving Fort Hood while their household goods are in transit. Please bring a copy of assignment orders and an ID Card.

ACS Relocation Readiness is proud to offer its Sponsor a Spouse Sponsorship Program for all incoming spouses. A Sponsor a Spouse card is available in the Relocation Office and various locations throughout the post to register spouses and assess their need for services. Other programs offered include a Welcome CD, Lending Closet, Settling-In Information, Financial Assistance, Parenting/Stress Management, Foreign-Born Spouse, Army Family Team Building, Exceptional Family Member, Employment Referral, Child and Youth Services, School Liaison, and Volunteer Referral.

### **Critical Installation Information**

Fort Hood is a secure post and all Soldiers, family members, Civilians, and their guests must obtain an access pass to enter the gate. Please visit the Marvin Leath Visitor Center in Bldg. 69004 at the Main Gate for more information.

## 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:

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

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

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

A sponsor's duties include:

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

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

Service specific processes for requesting a Sponsor include:

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

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

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

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

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

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

### **Youth Sponsorship**

The Youth Sponsorship Program depends on the availability of youth who volunteer to become sponsors. Contact your Relocation Manager to inquire about a youth sponsor.

## **Directions to Installation**

### **Traveling to Fort Hood**

#### *Location*

Fort Hood is a 339 square mile installation surrounded by rolling hills, lakes, and an abundance of wildlife. The Fort Hood area consists of a cluster of small towns that take great pride in the community spirit. The post is approximately 60 miles north of Texas's capital city of Austin and 50 miles south of Waco.

The city of Killeen borders Fort Hood to the east and Copperas Cove borders Fort Hood to the west. For your benefit, driving directions have been provided for the 3 most commonly used airports:

#### *Directions From Killeen/Fort Hood Regional Airport*

- Go north on Oakalla Road/Ammo Road toward Mitchell Place Road
- Continue to follow Oakalla Road (Oakalla Road becomes Clear Creek Road)
- Turn right onto US-190 East Central Texas Expressway
- Merge onto US-190 East, stay in right lane and follow signs to Fort Hood main gate exit

*Airport Shuttle* -- If you fly in to the Killeen-Fort Hood Regional Airport, ground transportation is available to Fort Hood. If you need help at the airport, contact the Liaison NCO located near the baggage claim area.

#### *Directions from Austin-Bergstrom International Airport*

- Start out going west on Presidential Blvd( 0.6 MILES)
- Keep left at the fork to continue on Presidential Blvd (0.8 miles)
- Keep right at the fork to continue on Presidential Blvd (0.3 miles)
- Presidential Blvd becomes Cardinal Loop
- Turn left onto TX-71 East/Bastrop Highway
- Merge onto Bastrop Highway/TX-71 West
- Merge onto US-183 North
- Merge onto Airport Blvd/TX-111 Loop North toward TX-343-Loop/1st - 5th- 7th Streets
- Take the ramp toward US-290 East/I-35 North
- Stay straight to go onto ramp
- Turn Slight right onto I-35 North
- Merge onto I-35 North/US-81 North
- Take Exit 293A toward US-190 West/TX-317/Killeen/FM-436/Ft Hood
- Keep left at the fork in the ramp
- Stay Straight to go onto I-35 North
- Turn left onto TX-317 North
- Turn Sharp Left onto I-35 South/Central Texas Expy/US-190 West. Continue to follow Central Texas Expy/US-190 West
- Stay in right lane of US 190 west through the city of Belton
- Right lane forks right, stay in right lane to city of Nolanville
- Follow US 190 West through cities of Harker Heights and Killeen
- Take Ft Hood Main Gate Exit
- Stay right and go under the railroad bridge to the Visitor's Control Center and obtain visitor's pass for entrance to main gate

#### *Directions From Dallas/Fort Worth International Airport*

- Start out going South on International Pkwy S (Portions toll)
- Take the ramp toward TX-183 West/Ft Worth/TX-360/Arlington
- Take the TX-183 West/TX-360 South ramp toward Ft Worth/Arlington
- Merge onto TX-183 West toward Ft Worth

- TX-183 West becomes TX-121 South
- Merge onto I-35 West South via the exit on the Left toward US-377 South/Waco
- Merge onto I-35 South/US-81 South
- Merge onto US-190 West via exit 293A toward Killeen/Ft Hood
- Take the exit toward FM-3470/Elms Road
- Stay straight to go onto US-190 W/Central Texas Expy
- Drive on US-190/Central Texas Expy until you see the Fort Hood Main Gate exit going North onto Fort Hood Road.

#### *At the Main Gate*

Upon entering the Main Gate you will be issued a temporary pass until you can get your vehicle registered on post. The vehicle registration decal allows you to use other entrances to the post. All soldiers assigned to Fort Hood must register their vehicle.

*On Post Shuttle/Bus Services* -- Due to low participation, there currently is no onpost shuttle/bus services available.

## **Check-in Procedures**

### **Inprocessing Procedures**

If you arrive in the area via Killeen Airport, ground transportation is available to Fort Hood. If you need help at the airport contact the Liaison NCO located in the baggage claim area. Should you encounter any difficulties or have any questions upon your arrival, contact the Soldier Welcome & Care Center, Building 18010, 254-287-7486. This office is open 24 hours, seven days per week.

All soldiers reporting to Fort Hood, except soldiers on assignment to National Guard or Reserve units, will report directly to the Copeland Soldier Services Center, Building 18010. Once on Fort Hood - Drive North on Fort Hood Street through the Post Check point and continue straight through four traffic lights. The Copeland Soldier Services Center will be located immediately on your left.

Upon your arrival to Building 18010 you will furnish the information desk with 5 copies of your orders, leave form, Military personnel file, medical and dental records. CW5, LTC and COL with pinpoint assignments will still report to Bldg 18010. Those CW5, LTC, COL with out pinpoint assignments will still report to Bldg 18010. Immediately after you report in you will need to come to the Office Personnel Management Division (OPMD) located in III CORPS HQ (Bldg. 1001) Rm 126.

Master Sergeants (P) and Sergeants Major are directed to III CORPS HQ (Bldg. 1001) Rm 126 for further assignment processing. All other Officers, NCO's and enlisted Soldiers will be processed through the Replacement Detachment. After you sign in you will be directed or transported to the Replacement Detachment or transient quarters for sleeping accommodations and directions for the next day. During inprocessing soldiers private through Major will follow schedules of mandatory events. Actual inprocessing lasts approximately three working days.

If you have added new family members while en route to Fort Hood, you should enroll them into DEERS at the ID Card/DEERS Enrollment Facility in Bldg 18010.

#### *Uniforms*

The year-round duty uniform for most soldiers at Fort Hood is the Battle Dress Uniform (BDU). When reporting during duty hours, you may do so in either BDU, Class A or Class B uniform. After duty hours, you may report in civilian clothing.

#### *Personnel*

Requires copies of your orders, new addresses, etc., for updating records, insurance, emergency data card and change of address card. ID card will be checked and a new one will be issued if necessary.

#### *Medical / Dental*

Screens records for special considerations and immunizations needed. Then, you will be given a dental examination and an appointment for hearing screening. The service member's unit will provide the name and location of the member's medical clinic.

#### *Finance*

Requires more copies of orders, leave form, receipts, etc. All calculations will be made at that time for any money to be collected or that is due from you. If you are due money, you will be directed to a cashier for payment.

#### *Bank*

Representatives are available in Building 18010 for any soldier who wishes to open an account. A list of area financial institutions will also be available.

#### *Army Community Service*

Provides welcome packets, information on counseling, the ACS Loan Closet, and Citizenship requirements for family members. Hours of operation are 7:30 a.m. to 4:30 p.m. Monday through Friday.

*Housing*

Provides a complete list of available off-post housing. Those eligible may be placed on a list for government quarters at this time.

*Transportation*

Once you get settled in your unit or have obtained housing, you must notify this office. Household goods/ hold baggage will be delivered by appointment and you will need a copy of your inventory sheet completed by the carrier at your last location.

*Family Dental*

Family dental care is not provided by the Army at Fort Hood. Family member dental emergencies may be seen at the dental clinic servicing the sponsor, where temporary relief of pain will be provided. Soldiers are encouraged to enroll their family members in the TRICARE Dental Program.

*Child Care*

Free hourly child care for all ranks at the Fort hood CDC while you inprocess. PLUS: E-1 through E-4 get 10 to 20 hours of free hourly childcare per month at CDC and FCC Homes. For details and locations call 254-287-8029 or DSN 312-737-8029.

## **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**

Army Community Services (ACS) Relocation Readiness Program (RRP) office offers a variety of services to aid soldiers and families in the process of transition.

RRP offers a sponsorship program for spouses "Sponsor-A-Spouse" for newly arriving spouses to Fort Hood. This sponsorship program answers the spouse's questions and assist in settling-in at Fort Hood. Settling-in information provided: Checklist, Welcome Packet, Employment, Financial Assistance, Foreign-Born Spouse, Exceptional Family

Member, and Community information.

The Lending Closet offers basic household items such as folding futon mattresses, playpens, car seat, cookware, dinnerware, small appliances and microwaves for temporary loan to families awaiting arrival of their household goods shipment. There are no linens.

DMWR, Relocation Readiness and the 21st Replacement Company host a newcomer's orientation called "Hood Howdy" twice a year. Agencies from on-post as well as local sponsors, and civic organizations are present to provide information to soldiers and families new to Fort Hood. Free food tasting and door prizes will be provided to newcomers.

RRP invites all Foreign-Born military spouses to attend a quarterly International Spouse Program. Call us for the times and locations of the next meeting. This program also assists with Citizenship and Immigration Services.

Coping with separation is a challenge that many military families are facing. Spouses of Deployed Soldiers and Waiting Families provide the tools. This Support group allows spouses to discuss their feelings and share experiences with others during the deployment. A monthly newsletter is provided to update families about what's happening on Fort Hood and the surrounding community.

An Overseas Workshop called PCS on the Go is provided for soldiers and family members being assigned to other military installations. The workshop provides relocation and financial information on what to expect before and during your next move. We also provide One-on-One appointments for soldiers unable to make the workshop.

Contact your RRP office, as soon as you know where your new duty station is going to be, your RRP staff can provide information on your new duty station. When you have orders in hand, they will be able to tell you what authorized finances and benefits you will receive. You will need to contact the Fort Hood Lodging Office for reservations to stay in guest quarter 90 days out.

Contact your local Post Office to get a Change of Address Card. If you do not have a local address at your new duty station, you may fill out a hold card for your local Post Office to hold your mail up to 30 days. However, if the mail must be held more than 30 days the Post Office supervisor must be advised.

## **Emergency Assistance**

### **Planning for Emergencies**

No matter how well you have planned your move, emergencies do happen. Before you leave make sure you have all of your important papers with you, and placed in a water tight container, not packed with your household goods. Make sure you have important numbers such as Staff Duty Officer, and your Command Duty Office.

### **American Red Cross**

The American Red Cross is always available for emergency aid. Contact the nearest chapter listed in the local phone directory.

### **Army Emergency Relief (AER)**

Army Emergency Relief (AER) and other organizations may be able to 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 your PCS move.

## **Motor Vehicles**

### **Registration & Licensing Requirements**

Texas 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 and 36" in height 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**

Base Entry -- Fort Hood Access Gates only allow vehicles with both the DoD decal and post registration stickers. If a vehicle does not have both sets of stickers, drivers will be rerouted to the Visitor Control Center at the Main Gate to get a temporary one-day pass. This includes inprocessing soldiers and temporary visitors.

Personnel working or living on Fort Hood will be given only two days to either get a long-term pass or the DoD decal with the expiration stickers. After the second day, those vehicles without the proper decals will be denied entry to Fort Hood. A pass can be obtained for leased vehicles at the main gate or MP station.

Seat Belts -- Seat belts are required at all times while driving on post. Infant car seats are required as well. Minimum amount of liability insurance is required.

Parking -- Parking of motor vehicles is authorized only in those areas/spaces designated for parking.

Speed Limits -- Speed limit on Fort Hood is 30 mph unless otherwise posted.

### **Registering Vehicles on Base**

It is mandatory that all Fort Hood personnel register their privately owned vehicles (POVs) and obtain a DoD Vehicle Registration Decal. This includes civilians, active military, retired personnel and contractors. To obtain a DoD decal for persons inprocessing you must first know your assigned unit. Once you have obtained unit information you can then register your vehicle at the Visitor Control Center.

Persons must have a valid driver's license, current vehicle registration, proof of insurance and an identification card or proof of military affiliation. If you are registering a vehicle registered in another person's name (other than spouse), you must present a notarized statement or power of attorney, stating that you are authorized use of the vehicle. It must contain the period of authorized usage and a description of the vehicle including the VIN number, make, model and license plate Number/State.

After Hours -- After hours, proceed to any Access Control Point with the following: Military ID/CAC Card, drivers' license, insurance and registration. This includes Active Duty, Family members, DAC/DOD Civilians, Contractors, Retirees, and family members. Visitors must present their drivers license, registration and insurance.

Rental Vehicles -- Military (Active Duty, Reserve, Retirees), DOD/DAC Civilians with CAC only driving a rental vehicle can enter any Access Control Point without a pass. Their name must be on rental agreement. Drivers will present their rental agreement and ID to the gate guard. All passengers must show their ID. Family members driving a rental must have a pass.

### **Texas Driver's License**

Active duty military do not have to obtain Texas driver's licenses. Family members must obtain one within 30 days. Soldiers and family members can obtain their driver's licenses and get their vehicles registered at the Bell County Annex at 301 and 302 Priest Drive in Killeen.

Three forms of identification are needed for a Texas driver's license or Texas identification card. Active duty military will only need their military identification card.

Texas charges a 6.25% motor vehicle sales tax on the purchase price of the vehicle titled in Texas and owned by Texas residents. New residents pay \$90.

### **Registering Vehicles in Texas**

The owner of the vehicle must bring current proof of the out of state registration, if applicable; the lienholder's name and address; proof of insurance; and the "green slip," or valid Texas inspection slip.

Regardless of status of home of record, the state requires vehicles to have Texas minimum liability insurance. Please contact the Bell County Vehicle Registration Office at 254-618-4180 for guidelines regarding insurance, tax rates and fees.

Insurance -- Regardless of status or home of record, the state requires vehicles to have Texas minimum liability insurance of \$20,000 bodily injury per person, \$40,000 per accident for bodily injury and \$15,000 for property damage. Drivers have 30 days after moving to Texas to change their vehicle insurance coverage.

## **Loan Closet**

### **Items Available**

The Relocation Readiness Program Lending Closet offers basic household items such as folding futon mattresses, folding tables and chairs, microwaves, playpens, car seats, cookware, dinnerware, irons, ironing boards and alarm clocks for temporary loan to families awaiting arrival of their household goods shipment.

### **How to Borrow**

A copy of your orders is required to receive lending items. Contact the Relocation Readiness Program manager for more information.

## **Housing - Overview**

### **Government Housing**

#### *Family Housing*

Residing in on-post housing is voluntary, not mandatory, except for personnel assigned to Key and Essential Positions, as designated by the Installation Commander. In processing through the Housing Services Office is mandatory.

#### *Availability*

Department of the Army has a joint venture with Lend Lease Actus for a 50-year project. Privatized housing consists of 12 villages with over 6,100 units of military housing. Government-controlled quarters are located in Liberty Village for E1 - E6 with a total of 300 units of housing. On post housing ranges from single houses to eight-plexes and has two to five bedrooms. There are 5,814 units for enlisted personnel and 618 units for officers.

Wait Times -- Waiting periods vary, based on bedroom requirements and number of personnel on the waiting lists. Most newly assigned personnel will be required to live off-post for some period of time. The waiting period for enlisted personnel varies from 1 month to 24 months and for officers from 2 months to 12 months.

#### *Application*

Soldiers desiring to apply for on-post housing must do so within 30 days of their arrival at Ft Hood to receive an eligibility date back to the date of departure from last permanent duty station. If application is made after the initial 30 days, the eligibility date will be the date of the application.

All soldiers in grades E-1 and above with a family housing requirement may apply for on-post family housing. Most local housing is located in the Killeen, Harker Heights, and Copperas Cove areas. Commute time to Fort Hood is 5 to 15 minutes. Additional housing is available in Temple, Belton, Gatesville, and Lampasas (approximately 30-minute drive). Vacancy listings can be found at the Directorate of Public Works (DPW). Don't forget to check the Ft Hood Home Page and the Defense Finance and Accounting Service (DFAS) Basic Allowance for Housing Web Site.

#### *Exceptional Family Member Housing*

Requests for exception for on-post priority housing are submitted when unusual circumstances exist which are not experienced by a large number of Soldiers and their families (i.e., medical problems requiring on-post residence for treatment). Requests for exception for medical reasons must state specific circumstances and be supported by medical records on file at Carl R Darnall Army Medical Center or documentation from the Exceptional Family Member Program records. All requests for medical reasons are forwarded (by the Housing Office) to the Chief, Clinical Services for evaluation. Medical reasons including: asthma, allergies, and pregnancy are not considered adequate justification for exception to policy and are normally disapproved. The housing [website](#) provides a example medical packet.

### **Non-Government Housing**

*Housing Referral Office-(HRO)* -- The HRO is your contact for any problems you may encounter such as discrimination complaints, tenant/landlord disputes, or any questions or problems about off-post housing is the HRO. The HRO will provide you a list of rentals with corresponding locator maps and give you information regarding the communities in which the rentals are located.

*DoD Automated Housing Referral Network (AHRN)* -- Visit [AHRN.com](http://AHRN.com) or ask at your local housing office to learn about this DoD program that is currently available for more than 75 installations. The program allows military members and families to:

- Search listings and pictures of available rentals near military installations
- 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
- Receive one-on-one real estate counseling and assistance from the AHRN partner, [Military Moving Station](#) on how to buy and sell smart.

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.

### *Rental Options*

There are no rental agencies that are off-limits in the Fort Hood area. Most rental agencies and many rental properties in the area require a non-refundable Application Processing/Security Check Fee, a non-refundable Pet Deposit, and a Security Deposit of at least one month's rent. A list of rental properties participating in the Deposit Waiver Program is available at the Fort Hood Housing Office at the Copeland Soldier Service Center on Hood Road. Phone books are also available in the Relocation Readiness Program in the Rivers Bldg. 121.

### *Purchase Options*

Once you have decided to purchase a new home, determine your needs based on family size, affordability, area of town, the importance of such things as yard, garage and distance from work and schools etc. Shop around by either driving through neighborhoods or looking in the newspaper. If you are considering acquiring a previously owned home, the Veterans Administration (VA) publishes a list of available properties each Tuesday in the Killeen and Temple Newspaper. Everyone is eligible to buy VA properties. Most of those properties qualify for 100% financing at competitive interest rates for a 30 year term.

When selecting a Realtor be sure that you only deal with one who is licensed by the Texas Real Estate Commission. Get answers to all your questions and let your Realtor know your needs and desires.

A good guideline of how much you can afford to pay is to not exceed 29% of your household gross monthly income. Include monthly payments for insurance and taxes in your planning. Find out how much down payment and closing costs may be required.

The following documents and information are needed for processing a loan application:

- Copies of Tax Returns and W2's for the last 2 years
- Employment history on all borrowers
- Checking and Savings Account information
- Social Security number for each borrower
- Complete information on all installment debts and credit cards, i.e. account numbers balance of monthly payments, value of automobiles, boats, furniture and details on such assets as stocks, bonds and life insurance
- If alimony or child support is paid or received, a copy of the divorce decree is needed
- If bankruptcy was filed within last 7 years a copy of the bankruptcy paper is needed
- DD 214 for all VA property

While your loan is being processed, you should not make major purchases, such as cars or appliances. New debts may affect financing.

### *Mobile Homes*

There are many mobile home parks that not only provide spaces but also rent both furnished and unfurnished mobile homes. Contact the Housing Services Office before beginning your off-post housing search. The Housing Office maintains a current listing of available mobile homes and can provide guidance in selecting one that fits your needs and entering into rental contracts. You can also get information from phone books provided by the Relocation Readiness program.

## **Housing - Temporary**

### **Temporary Lodging Facilities**

#### *Reservations*

All Soldiers PCSing to Fort Hood must call 1-800-GOARMY1 (1-800-462-7691) or Fort Hood Lodging 254-532-5157 to make a reservation. Priority reservations are for TDY and PCS. All other reservations are on a space available basis. If space is not available for TDY or PCS personnel a statement of non availability should be obtained from Lodging prior to staying at an off post hotel/motel. Distinguished Visitor Quarters are available. PCS personnel are authorized to stay up to 30 days based on availability. Keith Ware Hall, Bldg 36006, is open 24 hrs a day. Poxon Guest House, Bldg 111, is open from 6:30 a.m.-10:00 p.m. Assistance after 10:00 p.m. is provided at Building 36006.

#### *Accommodations*

Fort Hood Lodging provides hotel/motel type accommodations comparable to the local economy, All facilities are non-smoking. No pets are allowed in guest rooms. Outdoor kennels are available. Pet vaccination records must be provided at check in. Check out time is 11:00 a.m, the day of departure. Late check out may be prearranged with the front desk.

Guest Services and Amenities include:

- Courtesy shuttle is available Mon- Fri , 5:00 p.m. to 8:00 p.m.
- Express Check Out
- Fax Service
- Fitness Area
- Tennis and Basketball Courts
- Playgrounds
- Ice and Vending machines available
- Free Laundry Facilities
- Community Kitchens located in family areas
- Lending kits are available upon request
- Electronic card key locks
- Guest voice mail
- HSIA in all guest rooms
- Free local calls
- In-room safes
- In-room coffeemaker with complimentary coffee
- Refrigerators and microwaves in each guest room
- Color television with cable and TV guide
- In-room iron and ironing board
- Daily maid service is provided daily. Bed linen is changed twice per week.
- In room amenities include soap, shampoo, lotion, and sewing kit

#### *Payment*

Payment for TDY personnel is due upon check out. If extended stay payment is due every 30 days. Payment is due for all others upon check in. Payment may be made daily by 11:00 a.m., if desired. Credit Cards excepted are: Visa, Mastercard, and American Express.

## **Housing - Government**

### **Family Housing**

#### *Privatization*

The military family housing at Fort Hood has been privatized under the Army's Residential Communities Initiative program authorized by the Military Housing Privatization Act enacted into law in 1996. The Department of the Army has a joint venture with Lend Lease Actus for a 50-year project.

Most local housing is located in the Killeen, Harker Heights and Copperas Cove areas. Commute time to Fort Hood is 5 to 15 minutes. Additional housing is available in Temple, Belton, Gatesville and Lampasas which is approximately 30-minute drive.

#### *Eligibility*

All soldiers in grades E-1 and above with a family housing requirement may apply for on-post family housing.

#### *Availability*

Privatized housing consists of 12 villages with over 6,100 units of military housing. Government-controlled quarters are located in Liberty Village for E1 - E6 with a total of 300 units of housing. On post housing ranges from single houses to eight-plexes and has two to five bedrooms. There are 5,814 units for enlisted personnel and 618 units for officers.

Wait Times -- Waiting periods vary, based on bedroom requirements and number of personnel on the waiting lists. Most newly assigned personnel will be required to live off-post for some period of time. The waiting period for enlisted personnel varies from 1 month to 24 months and for officers from 2 months to 12 months.

#### *Application*

Soldiers desiring to apply for on-post housing must do so within 30 days of their arrival at Ft Hood to receive an eligibility date back to the date of departure from last permanent duty station. If application is made after the initial 30 days, the eligibility date will be the date of the application.

### **Single Service Member Housing**

Fort Hood is committed to providing single Soldiers with a clean, healthy and safe living area that provides privacy and comfort. Barracks are centrally managed on Fort Hood. Many of the barracks have recently undergone remodeling to enlarge living space for each Soldier. Many new barracks complexes have been recently built.

Fort Hood's goal is to provide rooms that house two Soldiers for specialists and below. Noncommissioned officers are provided their own rooms. When two or more Soldiers are assigned to one room, smoking and nonsmoking preferences are used to determine assignment of rooms. Sorry, no pets are allowed in barracks.

## **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.

## **Installation Specific Information**

The Installation Transportation Office, Personal Property staff is available to assist with your inbound processing and facilitate your smooth transition into the Fort Hood Community. They will order delivery of your personal property or cancel deliveries based on your communication with them.

If you are expecting the arrival of household goods or unaccompanied baggage just call the Inbound Team at 254-288-9832 to obtain the status of your shipment. Please provide the shipment clerk with a correct phone number (duty or home) and complete address, street address, apartment address, housing address or barracks address (building #, stack or wing, floor #, room #, front and side street names) so they can expedite delivery of your property. They will contact you as soon as your shipment arrives.

If your property has arrived and you are ready for delivery, you can make delivery arrangements the same way. Be sure you have the correct address (building number and room number for barracks). Delivery can usually be scheduled in three to seven workdays. More information can be found in the contacts.

## **Arranging Shipments**

Generally, the Permanent Change of Station (PCS) and arrangement of household goods begins once the Soldier receives orders. Specific arrangements for personal shipments begin at the local transportation office. Each pay grade has its own weight allowance, which is the maximum weight that can be moved at government expense under JFTR. The allowance includes the weight of household goods shipped, placed in storage or sent as unaccompanied baggage. The Soldier must pay anything exceeding the maximum weight allowance. All shipments can be weighed before destination delivery and can be coordinated with the local transportation office.

Make sure to set up an appointment with your local transportation office as soon as PCS orders are in hand.

## **Unaccompanied Baggage**

Unaccompanied baggage consists of items you will need immediately on arrival at destination, pending receipt of your household goods. It is packed and shipped separately from your household goods. Items most often included are seasonal clothing, essential linens, cooking utensils and dishes, baby cribs and infant-care articles, a small radio, portable television and items required for health and comfort. You should also include professional books, papers and equipment needed immediately to perform your official duties. If included, the weight of professional items is not included in the weight charged toward your maximum authorization. Each branch of the armed services has rules regarding when and how much unaccompanied baggage may be shipped. After reviewing your orders, the counselor at the transportation office can determine your unaccompanied baggage entitlement.

## **Personal Property**

Contact the Personal Property Office at 254-287-4515/4602 as soon as possible after your arrival. If you are expecting the arrival of household goods or unaccompanied baggage just call the Transportation office to obtain the status of your shipment. Please provide the shipment clerk with a correct phone number (duty or home) and complete address, street address, apartment address, housing address or barracks address (building, or wing, floor, room, front and side street names) so they can expedite delivery of your property. They will contact you as soon as your shipment arrives.

If your property has arrived and you are ready for delivery, you can make delivery arrangements the same way. Be sure you have the correct address (building number and room number for barracks). Delivery can usually be scheduled in three to seven workdays. If your property has arrived and you do not yet have an address, your property will be held in temporary storage for up to 90 days (less any storage used at origin). An additional 90 days may be approved, but must be requested in writing, through their office. When delivery from storage is desired, call the Transportation Office.

## **Traveling with Pets**

Kennel facilities are limited at the Poxon Guest House for families residing in guest quarters. All Fort Hood pets three months of age and older must be registered with the Veterinary Treatment Facility, 254-287-6719, within seven days of initial arrival and annually thereafter. Due to limited facilities, pick up a local phone book from the ACS Relocation office to assist you with all your pet needs.

NOTE: Most rental agencies and rental properties require a non-refundable Pet Deposit.

Dogs, cats, and most other warm-blooded animals transported in commerce are protected by the Animal Welfare Act (AWA). The U.S. Department of Agriculture's (USDA) Animal and Plant Health Inspection Service (APHIS) enforces this law. APHIS' shipping regulations help ensure that people who transport and handle animals covered under the AWA treat them humanely. Airlines and other shippers are affected by regulations established to protect the well being of animals in transit.

You may contact the USDA at their toll free number, 1-800-545-USDA or on the USDA [website](#).

### **Shipping your Privately Owned Vehicle (POV)**

The Dallas Vehicle Processing Center is located in Lewisville, TX, for the movement of Privately Owned Vehicles (POVs) worldwide. The center offers convenient service for Department of Defense Personnel departing for or returning from an overseas assignment and turning in or picking up a POV. If you are departing for an overseas assignment you may contact the center directly to arrange overseas shipment, 1-866-438-2046.

## **Household Goods - Shipping Pets**

### **Boarding**

Kennel facilities are limited at the Poxon Guest House for families residing in guest quarters. Due to limited facilities, off post providers are listed to assist you with all your pet needs.

### **Registration**

All Fort Hood pets three months of age and older must be registered with the Veterinary Treatment Facility, within seven days of initial arrival and annually thereafter.

### **Pet Deposits**

Most rental agencies and rental properties require a non-refundable Pet Deposit.

### **Traveling with Pets**

Kennel facilities are limited at the Poxon Guest House for families residing in guest quarters. All Fort Hood pets three months of age and older must be registered with the Veterinary Treatment Facility, 254-287-6719, within seven days of initial arrival and annually thereafter. Due to limited facilities, pick up a local phone book from the ACS Relocation office to assist you with all your pet needs.

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You may contact the USDA at their toll free number, 1-800-545-USDA or on the USDA [website](#).

## **Education - General Overview**

### **Introduction**

The Texas Education Agency, Student Assessment Division manages and oversees the development, administration, scoring, and analysis of the statewide assessment program, which includes the Texas Assessment of Knowledge and Skills (TAKS), the State-Developed Alternative Assessment (SDAA), Reading Proficiency Tests in English (RPTe), and the Texas Assessment of Academic Skills (TAAS). Details of these programs are available on the [TEA website](#).

### **Killeen Independent School District (KISD)**

Killeen Independent School District is the public school district serving the cities of Killeen, Harker Heights and Nolanville and the children who live on the Fort Hood military reservation. In addition, there are a number of private and parochial schools from which to choose.

The 31,000-plus students who attend Killeen Independent School District (KISD) schools are a part of the 24th largest school district in the state of Texas. Yet, every effort is made to see that each student gets plenty of individual attention. The school district, which covers 400 square miles, serves the communities of Killeen, Harker Heights, Nolanville, Fort Hood and the surrounding rural areas.

KISD's students attend 27 elementary schools, eight middle schools, four high schools and four special campuses.

With a staff of 4,600, KISD is the second largest employer in the Killeen area, second only to Fort Hood. The district, accredited by the Texas Education Agency, has 25 special programs, ranging from Bilingual/English as a second language to Talented and Gifted and Athletics, running the gamut of sports for both boys and girls.

Transportation is provided free for students who live two or more miles from their assigned school or in a hazardous area, and special education students are transported from their homes regardless of distance from school.

Federal law allows automatic eligibility for free breakfasts and lunches for certain children without additional application or eligibility determination. TEA provides each district direct certification information on those students who are certified eligible to receive free or reduced-price meals. The list is compiled using the most current student demographic information from the Public Education Information Management System (PEIMS) data reports. KISD sends a verification/notification letter to each household for students on the list.

*School meals* -- In addition to breakfast and lunch, the department operates snack bars and an a la carte lunch program offering items such as pizza, hamburgers, hot dogs, sandwiches, and other foods at district secondary schools. The district uses a variety of prepackaged/preprocessed food products and foods made from scratch.

*Before/After School Programs* -- The Young Men's Christian Association (YMCA) sponsors a before- and after-school program at KISD schools. The program, which is called AfterSchool in Motion (AIM), is housed in school cafeterias and serves students throughout the school year. The program allows students to come into the schools from 6:00 am until the school starts in the morning and from the time school ends until 6:00 pm in the evening.

The program provides a valuable service to parents who must drop children off at school before the scheduled start time and parents who are unable to pick children up immediately after school. Students taking advantage of AIM can do homework or participate in arts and crafts and organized recreational activities. The YMCA provides one adult supervisor for every 15 children enrolled in the program. Funding for the program is primarily generated from fees paid by parents.

*Exceptional Children Programs* -- The Special Education Department is geared to the individual needs of students with disabilities. These services are provided in addition to the regular classroom, or in place of it, as determined by the student's Individual Education Plan (IEP).

Screening for the Talented and Gifted program is an ongoing process in Killeen ISD. Students are identified as gifted if they have high potential in general intellectual ability or any or all of the following: English, social studies, math or science. The screening process is based on five to seven criteria including tests in ability, achievement, performance, and creativity along with parent inventories, teacher inventories and student interviews.

## Important phone numbers (KISD)

| <b>Your question is:</b>                   | <b>Phone #</b> |
|--|----------------|
| When is registration?                      | 254-501-0034   |
| What athletic programs are available?      | 254-501-0054   |
| Is transportation provided for my child?   | 254-501-0124   |
| What are the transfer/credit requirements? | 254-501-0215   |

For additional information,

| <b>Program</b>                       | <b>Phone #</b> |
|--------------------------------------|----------------|
| Guidance and Counseling              | 254-501-0378   |
| Special Education                    | 254-501-0284   |
| Talented and Gifted (TAG)            | 254-501-0242   |
| Personnel Department                 | 254-501-0043   |
| Communications                       | 254-501-0065   |
| Education Services                   | 254-501-0038   |
| Primary Abled Learner Student (PALS) | 254-501-0241   |
| Teacher Media Center                 | 254-501-0274   |
| Business Services                    | 254-501-0007   |
| Title I                              | 254-501-0207   |
| Parenting Program                    | 254-501-0282   |
| Other phone numbers                  | 254-501-0000   |

**Copperas Cove Independent School District (CCISD)**

Copperas Cove ISD is a public school district serving approximately 7400 students in Copperas Cove and surrounding areas. Copperas Cove Public Schools are an integral part of the community. The school system enjoys a solid reputation as one of the finest in Central Texas. The district has been accredited by the Texas Education Agency as a Recognized District from 1998-2004.

There are six elementary schools for students in pre-kindergarten through fourth grade (J. L. Williams serves K-4 only), two intermediate schools for fifth through sixth grade, two junior high schools for seventh and eighth grade, and one regular high school for ninth through twelfth grade. There is also an alternative learning center serving at-risk high school students.

## Important phone numbers

| <b>Your question is:</b>                   | <b>Phone #</b>    |
|--|-------------------|
| Where will my child attend school?         | 254-547-1227/2910 |
| What school supplies will my child need?   | 254-547-1227      |
| When is registration?                      | 254-547-1227      |
| What are the transfer/credit requirements? | 254-547-2595      |
| What athletic programs are available?      | 254-547-4111      |
| Is transportation available for my child?  | 254-547-3362      |

Important phone numbers (CCISD) Area Code: 254

For Additional Information

| School/program/department        | Phone #      |
|----------------------------------|--------------|
| Copperas Cove High School        | 254-547-2534 |
| Copperas Cove Junior High School | 254-547-6959 |
| S. C. Lee Junior High School     | 254-542-7877 |
| Special Education                | 254-547-8282 |
| Gifted and Talented Program      | 254-547-1227 |
| Communications                   | 254-547-1227 |
| Teacher Media Center             | 254-547-5810 |
| Parent Resource Center           | 254-547-3434 |
| Business Services                | 254-547-1227 |
| Federal Programs Title I         | 254-547-1227 |
| Personnel Department             | 254-547-1227 |
| Vocational Department            | 254-547-2534 |

### Adult Education

There are two state-supported higher education institutions in Killeen: Central Texas College, a two-year community college, and Tarleton State University -- Central Texas, which offers junior, senior and graduate courses. Central Texas College has day and evening classes available at Killeen, Fort Hood, and service area locations. NCO Lead Management Program and the NCO LEAD Management and Computer Skills courses offer professional leadership development skills and college credit.

The University of Mary Hardin-Baylor is just 17 miles away, and the University of Texas and Baylor University are about 60 miles distant each, and Texas A&M University is about 100 miles away.

All on post colleges are located in the Soldier Development Center. In addition to traditional college classes, there are weekly NCO LEAD Management and Computer Skills courses taught by college instructors free for college credit. Educational opportunities abound in Central Texas, from GED, College Level Exam Programs, and Army Personnel Testing to masters Degrees.

Soldiers and family members can take advantage of Education Services available at the Soldier Development Center. Referrals to counselors are on a walk-in basis, no appointment necessary. A counselor determines enrollment eligibility for specific programs.

Services include counseling, testing, and enrollment in a variety of education programs ranging from basic skills remediation and NCO Leadership Development classes through college degree programs. Financial assistance and information about education benefits and other forms of financial aid for soldiers and family members is available.

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

### **Installation Education Center**

Information and more is waiting at the Education Counseling Center!!! Adult family members, retirees, and civilian personnel are welcome. Counseling is available on a walk-in basis during regular duty hours daily to 4:30 p.m. except on Fridays when the Counseling Center is closed until 12:00 p.m. for staff development.

Services available at the Education Counseling Center, Bldg 33009 include: individual counseling, testing for GED, TABE, SCII, ASSET, RCEP, CLEP/DSST, ACT, SAT, PRAXIS/NTE and Army Personnel Testing (typing, DLPT, DLAB, AFAST, AFCT), college information, Veteran benefits IVEAP and Vietnam Era GI benefits and Montgomery GI Bill benefits, Texas Higher Education Assessment, Casey Memorial Library (academic resources including video, computer based, and printed materials) and four Army Learning Centers which provide a wide range of military and academic reference materials, including preparation for tests such as the CLEP and DSST, basic skills and college placement test review, military correspondence enrollment and more.

### **College Classes**

The Army Continuing Education System (ACES) and Fort Hood Education Services Division mission is to deliver quality educational programs and services that enhance personal growth, professional development, and readiness of III Corps & Fort Hood soldiers and family members.

The Education Center is the home of 6 colleges/universities:

- [Central Texas College](#)
- [Excelsior](#)
- [St. Mary's University](#)
- [Tarleton State University](#)
- [University of Mary Hardin Baylor](#)
- [University of Maryland University College](#)

## **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 with other families with children around the same age as your child/children. Always contact the school directly and ask for references.

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

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

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

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

## **Employment - Overview**

### **Employment Options**

Civilian positions in the competitive civil service most frequently filled at Fort Hood are: Medical Clerk, Sales Store Checker, Dental Assistant, Licensed Vocational Nurse, Nursing Assistant, Registered Nurse, Education Technician (Child Care), Test Data Collector, and Data Management Specialist. Many of these positions are temporary.

#### *Army Community Service Employment Readiness Branch*

Military spouses are encouraged to contact the Army Community Service-Employment Readiness Branch (ERB) as soon as they receive orders and as soon as possible after their arrival at Fort Hood. The Employment Readiness Branch Staff will assist you in establishing career goals and objectives; give you training and education direction and information; assist you in developing and refining resumes and interviewing skills; and will direct you to job leads and resources.

**Note:** Military spouses may be eligible for a One-Time Spousal Preference in applying for DoD employment at Fort Hood.

### **Employment Documentation**

For job hunting purposes, be sure to bring with you all employment records and information, resumes, transcripts, certificates, licenses, SF-50, etc.

### **Unemployment Benefits**

The Texas Workforce Commission (TWC) is the state government agency charged with overseeing and providing workforce development services to job seekers of Texas. For job seekers, TWC offers career development information, job search resources, training programs, and, as appropriate, unemployment benefits. While targeted populations receive intensive assistance to overcome barriers to employment all Texans can benefit from the services offered by TWC and our network of workforce partners. For information visit the [TWC website](#).

### **Transition Assistance**

#### *Army Career and Alumni Program*

The Army Career and Alumni Program (ACAP) provides transition assistance to soldiers who are separating from active duty, DoD civilian employees in a reduction-in-force status or who are retiring and their families. Pre-separation counseling includes benefits information, job search skills development, career guidance, job search assistance and other guidance relevant to a successful transition to civilian life.

## **Child Care**

### **Child Development Centers (CDC)**

Fort Hood CDCs are accredited by The National Association for the Education of Young Children (NAEYC); a distinction received by less than 10% of all day care centers across the nation.

#### *Eligibility*

Childcare is available for Active duty and active duty reservists, family members of military personnel, Department of Defense (DoD), appropriated and non-appropriated fund employees, and contractors. Retirees are eligible on a space available basis.

#### *Hours of Operation*

The CDCs are open Monday through Friday, 5:30 am until 6:00 pm.

#### *Centers on Installation /Programs Offered*

There are four Child Development Centers (CDC) on Fort Hood:

- Fort Hood CDC is located in Building 113. Offers full day care for children 6 weeks to 5 years of age and an hourly care program. Hourly care is available 8:00 am until 5:00 pm and reservations can be made up to 2 weeks in advance. They can be reached at 254-287-6037.
- Clear Creek CDC is located in Building 4819. Offers full day care for children 6 weeks to 5 years of age and part day care for children 3-5 years of age. They can be reached at 254-288-5222.
- Comanche CDC is located in building 52024. Offers full day care for children 6 weeks to 5 years of age and the Head Start program. They can be reached at 254-287-4848.
- Chaffee CDC is located in Bldg 198. Offers hourly care for children 6 weeks to 5 years of age. They can be reached by calling 254-287-2343.

Special Needs Care is available and based on care needs (inclusion concept used) and program.

Determined to meet Total Army Family, CYS now combines the best of Child Development Centers (CDC) and Family Child Care (FCC) Homes, to include a Mildly Ill home and a Child Development Home. Specifically designed to provide a variety of care options, to include: infant/toddler, respite, hourly, shift work, extended and transition care. The CDC Home located in Comanche II Village is staffed by two or more trained/background cleared care providers, and is designed to comfortably accommodate up to 18 children, ages 4 weeks to 12 years. The CD Home will offer round the clock care and is supervised and managed by the CYS Family Child Care Program Director. All children/youth registered with CYS are eligible to enroll in the CD Home.

CYS provides respite care 24/7 in a Child Development Home for families under stress or for spouse parent hospitalization with no local child care support.

#### *Costs*

Child Care fees are based on total family income.

At the CYS Central Enrollment Registry Office, Walk-ins are welcome, but appointments have priority. Services include: registration for CYS programs, referrals for on and off post family child care providers, and baby sitter referrals. The Wait list Application for full-day (unborn, infants to preschoolers and 3-5 year olds.) is also available on the MWR website. Just fill out, print and sign the adobe form. You can fax to 254-287-5123 or drop it off at the CYS Central Enrollment Registry.

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

The FCC program includes over 100 military spouses who are Army certified to provide full-day, part-day, hourly, evening, weekend, special needs, and long-term child care in their homes (on and off the installation). FCC Providers offer programs for children 4 weeks - 12 years of age. FCC has the advantage of low child to adult ratios, flexible hours,

and family settings. All FCC providers are involved in an extensive training program in order to become certified. The Family Child Care office can be reached at 254-287-5448.

FCC also offers a Child Development Home, an alternative program to the regular Child Development Center and Family Child Care home. The CD Home offers the best of FCC in the home environment while being staffed by Child and Youth Program Assistants in a Child Development Center.

When your child is ill or recuperating and is unable to attend his/her regular CYS program, the Mildly Ill Care (MIC) Home might be the place for alternative care. For questions concerning this program, please contact your site Director or call FCC at 254-287-5448.

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

The SAS program offers before and/or after school care for youths 5-12 years old (must be in kindergarten). Full day programs are offered during school holidays but are closed on federal holidays. Services are available in five of the on-post elementary schools and at Walker Youth Center, which serves Meadows Elementary School. Fees are lower than off-post comparable agencies. Fees are based on total family income. SAS fees include all field trips.

## Youth Services

### **Youth Services**

The youth centers provide services and programs for middle school and high school teens. Registration for youth centers will be accepted at the youth centers and the central registration office.

#### *Youth Sponsorship*

Fort Hood Child & Youth Service Programs work in tandem with the ACS Relocation Program to ensure incoming personnel are aware of our Youth Sponsorship "Ambassador" Program. Representatives of the Youth Council welcome newcomers.

Departing personnel may request a letter be sent to the gaining installation giving them a "heads up" of your imminent arrival.

#### *Youth Centers*

There are three youth centers on Fort Hood. Activities cover four components:

- Sports/Fitness
- Leisure/Recreation
- Life Skills/Citizenship
- Mentoring/Intervention and Support Services

#### *Youth Social Programs*

Registration for youth centers will be accepted at the youth centers and the central registration office. The youth centers provide services and programs for middle school and high school teens.

Each center has a designated area where teens may learn or practice computer skills. Youth Tech Labs play a dynamic role in daily club activities such as Club Tech, a Boys and Girls Club of Americas specialized initiative program. Through Club Tech's curriculum, members can learn basic computer skills and also introduce them to more advanced computer skills like digital movie making, music making, photography, graphic design and web development.

After school, youths can also access the labs for homework and Internet surfing. Parents can be reassured that each tech lab is protected by, CYBERSitter, a content filtering software that complies with the Children's Internet Protection Act. Each user will be taught safe Internet skills before accessing any of the lab's computers.

Teens may join the Middle School Keystone and Torch Clubs or the High School Teen Supreme Club. These clubs help teens learn and practice leadership skills. Club members assist staff in making rules, planning programs, decorating centers, provide community service, and evaluate teen programs and services. Middle School and High School teens have opportunities to have their voice heard by community command leaders; High School teens have opportunities to represent Fort Hood teens at forums and boards held throughout the United States. All trips are free of charge. Teens within the leadership program have opportunities for college scholarships and grants.

Various clubs are offered to support individual special needs, such as the Boys and Girls Clubs of America and the 4-H Clubs. These clubs curricula include Smart Girls, Passport to Manhood, Fitness Authority, Sewing, Photography, Arts & Craft, Gardening, and Better Living for Texas. Teens within clubs have competitive opportunities throughout the year.

The Leon Valley District of Boy Scouts of America 254-634-1441, offers programs for youth, ages 7-21, at Fort Hood and the surrounding communities. The Bluebonnet Girl Scouts 254-634-0683, is the world's preeminent organization dedicated solely to girls ages 5 - 17 where, in an accepting and nurturing environment, girls build character and skills for success in the real world.

Departing personnel may request a letter be sent to the gaining installation giving them a "heads up" of your imminent arrival.

#### *Youth Sports*

Children, kindergarten through 8th grade that are family members of active duty military, retirees, Department of Defense civilian employees and DoD contractors are eligible for team and individual sports including Basketball, Cheerleading, Spring Soccer, Baseball, Flag Football, and Fall Soccer. SKIESUnlimited programs include, but are not limited to martial arts, tumbling and dance instruction. In an effort to provide high-quality equipment and supplies, as well as maintaining playing fields, a fee has been instituted for participation in all youth sports. It will also help fund the purchase of new uniforms for participants. Youth sports fees do not include annual CYS central enrollment registry fees.

#### *Youth Employment*

Workforce Preparation helps teens prepare for youth employment and future careers. Middle School teens can participate in the Career Explorations Program. High School teens can participate in the Workforce Prep program. Teens may become volunteers through Workforce Prep and gain valuable experience and awards, suitable for college scholarships or grants.

#### *Youth Religious Programs*

Fort Hood's Catholic youth are encouraged to join LIFE (Living In Faith Eternally), the high-school age Catholic Youth Group. They meet on Sundays, except the first Sunday of the month, from 2:00 p.m. -3:30 p.m. at the 58th Street Chapel. Call 254-287-1541 for more information.

Fort Hood Youth of the Chapel information and meeting locations is available by calling 254-680-5090.

Small Group Bible Study meets Monday night in a leader's home.

The Outreach Club meets for fun and fellowship every Wednesday from 6:54 p.m. - 8:03 p.m. at the Comanche Chapel located on Tank Destroyer Blvd. west of Clear Creek Rd.

Movie Nights are held every Saturday night in a leader's home.

## **Financial Assistance**

### **Financial Readiness Program**

The Financial Readiness Program offers many services to Fort Hood soldiers, retirees, family members and DA civilians. We offer education briefings on subjects to include: purchase of used cars and car repair, door-to-door sales (signing contracts for magazines, encyclopedias, photo clubs, educational CLEP materials, etc.), telemarketing and mail fraud schemes, car repossessions, tax preparation and refund loan costs, and many other subjects.

The Fort Hood area cost of living indices are based on a US average of 100. An amount below 100 means the area is cheaper than the US average. A cost of living index above 100 means the area is more expensive.

Overall the Fort Hood/Killeen area cost of living is 73.65. Below is a break down of the cost of living by categories:

- Overall 74
- Food 84
- Health 98
- Housing 39
- Utilities 93
- Transportation 95
- Miscellaneous 98

### **Consumer Affairs Office**

The Consumer Affairs Office (CAO) offers pre-purchase information on specific businesses and advice on many consumer subjects. Brochures and other literature on a variety of consumer subjects are available. You may also obtain phone numbers and addresses for local, state, federal and corporate consumer affairs agencies. Consumers who need complaint resolution assistance in resolving problems can call for an appointment. Walk-ins will be seen upon space availability.

### **Command Financial Specialist Program**

The Command Financial Specialist Program is designed to provide commanders a mechanism through which financial education, training, counseling, and referral procedures are established in their units to promote sound financial practices, personal integrity, and financial responsibility. The objective is to enhance and maintain mission readiness and quality of life by providing soldiers and their family members a ready-made program to help achieve personal financial readiness and deployability through the use of sound money management and consumer skills.

### **Army Emergency Relief**

The Army Emergency Relief (AER) office provides financial assistance to soldiers, both active and retired, and their family members during period of valid emergencies. (AER) is a private nonprofit organization whose sole mission is to collect and hold funds to relieve financial distress of soldiers and their family members. Although a private organization, AER exists solely for the soldier. AER belongs to all Army people, active, retired and the spouses and orphans of deceased soldiers. Approval of an AER loan is based on the need created by an emergency beyond the control of the soldier. The ACS AER office should be the last aid station for the soldiers when all other agencies have been unable to assist -- Red Cross, Finance, and other ACS programs.

## **Legal Assistance**

### **Legal Services**

The III Corps and Fort Hood Legal Assistance Office services active duty personnel and eligible family members in III Corps and nondivisional units, as well as all retirees and their eligible family members. Legal assistance services, provided by licensed attorneys, include Powers of Attorney, notary service, tax assistance and almost all services rendered by civilian attorneys, except representation in civilian court.

Legal assistance attorneys will not appear in civilian courts or give advice concerning private income producing activities. Within these limitations, the legal assistance attorneys and staff may provide legal counseling, draft letters, draft wills and powers of attorney, provide notary service, negotiate legal disputes with third parties, review and explain legal documents (sales contracts, leases, court papers, etc), provide pro se assistance in limited situations, or make referrals to civilian attorneys when appropriate.

### *Claims Service*

The mission of the Fort Hood Consolidated Claims Office (FHCCO) is to provide accurate, thorough, and timely service to all eligible claimants. The FHCCO serves the soldiers assigned or attached to Fort Hood, the family members accompanying soldiers, and retirees and citizens in 84 surrounding counties. The FHCCO adjudicates various types of claims based on laws passed by the Congress of the United States and implemented in Army Regulation. The two primary Army policy publications relating to claims are Army Regulation (AR) 27-20 and Department of the Army Pamphlet (DA Pam) 27-162. The FHCCO processes several types of claims on behalf of the Department of the Army (DA) including Personnel claims, Torts, Article 139 claims and Affirmative claims. Directions for filing the claims is provided on the [JAG website](#). The DA Forms cited in the information papers are available at the [Army Publishing Directorate](#) site. The DD forms cited in the information papers are available at the [Department of Defense Forms Management Program](#) site.

## **Deployment Support**

### **Family Deployment Support**

Mobilization and Deployment provides guidance, resources and training for Family Readiness Group members and Rear Detachment Officers. They support deploying units by providing pre-deployment information and material to soldiers and family members. They also assist and support mobilizing Reserve Component units and provide assistance and services to repatriated families.

The Oveta Culp Hobby Family Support Center the ACS Mobilization and Deployment program provides professional and timely support to Soldiers and Family members through programs and trainings that enhance the well-being and self-reliance of the Fort Hood community. Their goal is to assist Soldiers and Family members overcome the challenges of adapting to military life, develop effective coping skills and sustain mission and Family readiness. They also offer other resources for Soldiers and Family members to include a Spouses of Deployed Soldiers/Waiting families monthly workshop, The Military Family Life Consultants (MFLCs) who provide short term solution-oriented consultations in areas of anxiety, stress, adjustments/transition, marital/couple and deployment cycle issues. MFLCs provide services to individuals, couples, Families and groups. Also available on site will be Family Life Coaches (FLC) bereavement counselors.

#### *Programs for Children*

Child and Youth Services as well as ACS's Mobilization and Deployment Program Services provides guidance, resources and workshops for children of deployed Soldiers.

## **Health Care - Overview**

### **Moving With TRICARE**

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

#### *When Enrolled in a TRICARE Prime Option*

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

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

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

### **Prime Options in the United States**

#### *TRICARE Prime*

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

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

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

#### *TRICARE Prime Remote*

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

### **Prime Options Outside of the United States**

#### *TRICARE Prime Overseas*

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

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

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

#### *TRICARE Global Remote Overseas*

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

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

#### **When Using TRICARE Standard and Extra**

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

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

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

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

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

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

#### **When Using TRICARE For Life**

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

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

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

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

### **Getting Care Along the Way**

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

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

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

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

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

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

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

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

### **Filling Prescriptions on the Road**

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

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

Your pharmacy coverage is limited overseas:

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

**If You Have Questions**

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

**Installation Specific Information***Medical Care*

The Fort Hood Medical Department Activity (MEDDAC) is composed of a staff of health professionals dedicated to achieving high quality medical care. MEDDAC is a subordinate command of the United States Army Medical Command (MEDCOM), Fort Sam Houston, Texas. MEDCOM is the fourth largest major Army command.

Carl R. Darnall Army Medical Center is the largest and busiest community hospital in the Army. Our hospital, family care clinics, troop medical clinics, and Women's Health Center offer the highest quality care to the 140,000 soldiers, family members, and retirees supported by Fort Hood. To receive health care at Darnall and its clinics, family members must be enrolled in TRICARE Prime.

Appointments -- All primary care and many specialty care appointments are made through the Patient Appointment Service (PAS) at 254-288-8888 or DSN 312-738-8888. The PAS is open 7 am until 11 pm, Sunday through Thursday, 7am until 4 pm Friday, and 7:30 am until noon on Saturday (or until all appointments are booked). Patients residing outside the greater Killeen area may call toll-free 800-305-6421.

There is a Patient Representative Office in the main lobby staffed by the Patient Representative Officer and unit liaison NCOs from the 1st Cavalry Division, 4th Infantry Division, and 13th COSCOM. Information concerning hospital policies, appointment system, or clinics may be obtained by calling the Patient Representative Office at 254-288-8156/8157 or DSN 312-738-8156/8157.

*Dental Care*

The U.S. Army Dental Activity (DENTAC) provides complete dental services for active duty soldiers. Military dental clinics are decentralized to better serve respective patients in their unit areas.

Sponsors are encouraged to enroll their family members in the TRICARE Family Member Dental Program (FMDP) and choose a dentist. Civilian dentists off post provide all dental care except emergencies.

## **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.

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

The following Soldiers with exceptional family members must enroll in the program:

- Active Army
- U.S. Army Reserve (USAR) Soldiers in the USAR-Active Guard Reserve (AGR) program and other USAR Soldiers on active duty exceeding 30 days
- Army National Guard (ANG) personnel serving under authority of title 10, United States Code.

The ACS Exceptional Family Member Program and the Carl R. Darnall Army Medical Center Exceptional Family Member Clinic work closely together for the benefit of Soldiers and their families.

## **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**

Numerous programs are available for children with impairments from birth through age twenty-two. The Exceptional Family Member Program (EFMP) offers assistance for all special needs family members.

Killeen Independent School District and Copperas Cove Independent School District have programs based on the student's ability to learn. All students who receive special education services must meet certain criteria in order to qualify for programs.

Child Team is part of a rigorous state and national agenda for Early Childhood Intervention to provide more and better services to enhance the development of children with delays and to be supportive of their families. They have a partnership with Fort Hood's EFMP program to assist with Soldier and family member's special needs. More information can be found in the contacts.

## Contact Information

*Hood Road & 761st Tank Battalion Avenue*  
Fort Hood, TX 76544

Phone 254-287-4471

Phone (DSN) 312-737-4471

Fax 254-287-6902

Fax (DSN) 312-737-6902

[Email](#)

[Website](#)

### Automotive Services

*AAFES Auto Pride ServiCenter*  
761st Tank Battalion Avenue  
Building 224

Fort Hood, TX 76544

Phone 254-532-8464

Fax 254-532-8101

[Website](#)

Monday - Friday 7:00 a.m. - 5:00 p.m.

### Beauty/Barber Shops

*Beauty/Barber Shop/ Post Exchange*  
761st Tank Battalion Avenue  
Buildings 135 & 136

Fort Hood, TX 76544

Phone 254-287-0408

Phone (DSN) 312-737-0408

Fax 254-532-3893

[Website](#)

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

Sunday 9:00 a.m. - 5:00 p.m.

### Chapels

*Installation/Garrison Chaplain*  
761st Tank Battalion  
Corner of 50th Street

Building 44

Fort Hood, TX 76544

Phone 254-288-6545 / 254-287-3411 / 254-287-1625

Phone (DSN) 312-738-6545

Fax 254-286-5805

[Email](#)

[Website](#)

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

### Child and Youth Registration and Referral

*Child & Youth Services*  
Hood Road

761st Tank Battalion

Rivers Building 121

Fort Hood, TX 76544

Phone 254-287-8029 / 254-288-7155

Phone (DSN) 312-737-8029

Fax 254-287-5123

Fax (DSN) 312-737-5123

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

### Adult Education Centers

*Education Services Division*  
761st Tank Battalion Avenue  
Building 33009

Fort Hood, TX 76544

Phone 254-287-4432 / 254-287-4824

Phone (DSN) 312-737-4432/4824

Fax 254-287-7352

[Email](#)

[Website](#)

Monday - Friday 7:00 a.m. - 5:00 p.m.

### Barracks/Single Service Member Housing

*Barracks/Single Service Member Housing*  
Building 4213

Fort Hood, TX 76544

Phone 254-287-6180

Phone (DSN) 312-737-6180

Monday - Friday 7:30 a.m. - 5:00 p.m.

### Beneficiary Counseling Assistance Coordinators

*Health Benefits-TRICARE*  
Wratten Drive  
Building 36023

Fort Hood, TX 76544

Phone 254-288-8155 / 1-800-406-2832

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

### Child Development Centers

*Child Development Services*  
Hood Road  
Battalion Avenue

Building 18010, 2nd Floor Housing Office

Fort Hood, TX 76544

Phone 254-287-8029 / 254-288-7155

Phone (DSN) 312-737-8029/7155

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

### Citizenship and Immigration Services

*Relocation Readiness Program*  
761st Tank Battalion

Corner of Hood Road

Rivers Building 121

Fort Hood, TX 76544

Phone 254-287-4471

Phone (DSN) 312-737-4471

Fax 254-287-6902

Fax (DSN) 312-737-6902

[Email](#)

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Civilian Personnel Office**

*Civilian Personnel Office*  
 77th Street  
 Tank Destroyer Boulevard  
 Building 4220  
 Fort Hood, TX 76544  
 Phone 254-288-2002  
 Phone (DSN) 312-738-2022

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Commissary/Shoppette**

*Commissary (Warrior Way)*  
 Clear Creek Road  
 Building 50001  
 Fort Hood, TX 76544  
 Phone 254-287-6648 After hours 254-287-6648/EXT 234  
 / 254-287-5943 Manager's Office  
 Phone (DSN) 312-737-6648

[Email](#)

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

Monday 9:00 a.m. - 8:00 p.m.

Tuesday, Thursday and Friday 10:00 a.m. - 8:00 p.m.

Sunday 9:00 a.m. - 7:00 p.m.

Wednesday - closed

**Dental Clinics**

*DENTAC*  
 36001 Darnall Loop  
 Fort Hood, TX 76544  
 Phone 254-288-8230  
 Phone (DSN) 312-738-8230  
 Fax 254-287-1786

[Website](#)

Monday - Friday 7:30 a.m. - 2:00 p.m.

**Emergency Relief Services**

*American Red Cross*  
 Warrior Way Drive  
 Bldg 8640  
 Reynolds House  
 Fort Hood, TX 76544  
 Phone 254-287-0400  
 Phone (DSN) 312-737-0400/4745

[Email](#)

[Website](#)

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

**Emergency Relief Services**

*Army Emergency Relief*  
 Hood Road  
 761st Tank Battalion  
 Building 121  
 Fort Hood, TX 76541  
 Phone 254-288-5003  
 Phone (DSN) 312-738-5003

[Email](#)

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Exceptional Family Member Program/Special Needs**

*Exceptional Family Member Program (EFMP)*  
 761st Tank Battalion  
 Rivers Building 121  
 Fort Hood, TX 76544  
 Phone 254-287-6070 / 254-285-6658  
 Phone (DSN) 312-737-6070  
 Fax 254-287-8428

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Exchange(s)**

*Post Exchange (PX) Main Store Complex*  
 Clear Creek Road  
 Building 50004  
 Ft Hood, TX 76544  
 Phone 254-532-7200  
 Phone (DSN) 312-737-3228  
 Fax 254-532-5785

[Website](#)

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

Sunday 11:00 a.m. - 7:00 p.m.

**Family Advocacy Program**

*Family Advocacy Program*  
 Crockett Street  
 Travis Avenue  
 Building 76020  
 Fort Hood, TX 76544  
 Phone 254-286-6774  
 Phone (DSN) 312-566-2941  
 Fax 254-288-2941

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Family Center**

*Army Community Service*  
Rivers Building 121  
Fort Hood, TX 76544  
Phone 254-287-4199  
Phone (DSN) 312-737-4199  
Fax 254-287-8428  
Fax (DSN) 312-737-8428

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Finance Office**

*13th Finance Group*  
*Old Ironsides*  
Building 16007  
Fort Hood, TX 76544  
Phone 254-288-2237 / 254-287-8919 (15th Finance Bn)  
/ 254-287-6911 (230th Finance Bn)  
Phone (DSN) 312-738-2237  
Fax 254-285-6587  
Fax (DSN) 312-663-6587

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Financial Institutions**

*Fort Hood National Bank*  
*Bldg. 137, Hood Road*  
Fort Hood, TX 76544  
Phone 254-532-1011

[Email](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.  
Saturday 9:00 a.m. - 2:00 p.m.

**Gymnasiums/Fitness Centers**

*Abrams Physical Fitness Center*  
*62nd Street*  
Building 23001  
Fort Hood, TX 76544  
Phone 254-287-3884 / 254-287-2016 / 254-553-2710  
Fax 254-553-2708

[Website](#)

Monday - Friday 6:30 a.m. - 9:00 p.m.  
Saturday and Sunday 9:00 a.m. - 6:00 p.m.

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

*Transportation Office*  
*Hood Road*  
Corner of Battalion Avenue  
Copeland Soldier Service Center, Building 18010  
Fort Hood, TX 76544  
Phone 254-287-4515 / 254-287-4602 / 254-287-2520  
(After Hours QA)  
Phone (DSN) 312-738-9832  
Fax 254-287-4515  
Fax (DSN) 312-737-4515/4602

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Family Child Care/Child Development Homes**

*Family Child Care*  
*761st Tank Battalion*  
Corner of Hood Rd  
Rivers Building 121  
Ft Hood, TX 76544  
Phone 254-287-5448  
Phone (DSN) 312-737-5448

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Financial Institutions**

*Pentagon Federal Credit Union*  
*761st Tank Battalion Avenue*  
37th Street  
Building 322  
Fort Hood, TX 76544  
Phone 1-800-247-5626  
Fax 254-532-3950

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.  
Saturday 9:00 a.m. - 2:00 p.m.

**Golf Courses**

*Golf Courses - Clear Creek*  
*Clear Creek Road*  
West end of Battalion Avenue  
Building 52381  
Fort Hood, TX 76544  
Phone 254-287-4130  
Phone (DSN) 312-737-4130  
Fax 254-539-1911

[Website](#)

Monday - Sunday 6:30 a.m. - 5:00 p.m.

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

*Carl R. Darnall Army Medical Center*  
*Darnall Loop*  
Building 36000  
Fort Hood, TX 76544-4752  
Phone 254-288-8000

[Website](#)

24 hrs a day, 7 days a week

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

*Transportation Office*  
*Hood Road*  
Corner of Battalion Avenue  
Copeland Soldier Service Center, Building 18010  
Fort Hood, TX 76544  
Phone 254-287-4515 / 254-287-4602 / 254-287-2520  
(After Hours QA)  
Phone (DSN) 312-738-9832  
Fax 254-287-4515  
Fax (DSN) 312-737-4515/4602

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Housing Office/Government Housing***Housing Services Office**Hood Road*

Corner of Battalion

Copeland Soldier Service Center, Building 18010, B209

Fort Hood, TX 76544

Phone 254-287-4212 / 254-287-3704

Phone (DSN) 312-737-4212

Fax 254-287-4899

Fax (DSN) 312-737-4899

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**ID/CAC Card Processing***ID Card/CAC (Common Access Card)**Hood Road*

Battalion Avenue

Building 18010

Fort Hood, TX 76544

Phone 254-287-5670 / 254-287-2518

Fax 254-287-7419

[Website](#)

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

**Legal Services/JAG***Legal Assistance**761st Tank Battalion*

Headquarters III Corps, Room C224

Fort Hood, TX 76544

Phone 254-287-7901 / 254-287-3199

Phone (DSN) 312-287-5297

Fax 254-737-7901/3199

Fax (DSN) 312-737-5297

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Loan Closet***Lending Closet**761st Tank Battalion Avenue**Hood Road*

Rivers Building 121

Fort Hood, TX 76544

Phone 254-287-4471 / 254-288-8422

Phone (DSN) 312-737-4471

Fax 254-287-6902

Fax (DSN) 312-737-6902

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Housing Referral Office/Housing Privatization***Housing-Actus Lend Lease**1001 761st Tank BN Avenue*

P.O. Box 5010

Fort Hood, TX 76544-0120

Phone 254-553-0482

Phone (DSN) 312-663-2213

Fax 254-553-0490

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Information and Referral Services***Information, Referral & Outreach**761st Tank Battalion*

Off of Hood Road

Rivers Building 121

Fort Hood, TX 76544

Phone 254-287-4ACS (4227) / 254-287-4199

Phone (DSN) 312-737-4199

Fax 254-287-8428

Fax (DSN) 312-738-8428

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Library***Casey Memorial Library**72nd Street*

761st Tank Battalion Avenue

Building G3202

Fort Hood, TX 76544

Phone 254-287-4921

Phone (DSN) 312-737-4921

Fax 254-288-4029

Fax (DSN) 312-738-4029

[Website](#)

Monday - Thursday 10:00 a.m. - 8:00 p.m.

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

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

Sunday 12:00 p.m. - 8:00 p.m.

**MWR (Morale Welfare and Recreation)***Major Events - Morale, Welfare & Recreation (MWR)**37th Street*

Building 194

Fort Hood, TX 76544

Phone 254-287-0337

Fax 254-532-5781

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

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

**Military Clothing Sales**

AAFES Military Clothing Sales Store/Midpost Mall  
Complex  
761st Tank Battalion Avenue  
Buildings 135 & 136  
Fort Hood, TX 76544  
Phone 254-532-3920  
Phone (DSN) 312-737-0408  
Fax 254-532-3893

[Website](#)

Monday - Friday 9:00 a.m. - 7:00 p.m.

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

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

Civilian Personnel Advisory Center  
77th Street  
Tank Destroyer Boulevard  
Building 4220  
Fort Hood, TX 76544  
Phone 254-288-2002  
Phone (DSN) 312-738-2022  
Fax 254-287-0031  
Fax (DSN) 312-737-0031

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

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

**Personnel Support Office**

Personnel Support Office  
18000 Battalion Avenue  
Soldier Readiness Processing Center Building  
Fort Hood, TX 76544  
Phone 254-287-2223 / 254-285-6575  
Fax 254-618-8156  
Fax (DSN) 312-259 -8156

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Restaurants/Fast Food**

AAFES Main Food Court  
Building 50004  
Clear Creek Road  
Fort Hood, TX 76544  
Phone 254-532-7293

[Website](#)

Monday - Sunday 7:00 am - 8:00 pm

**New Parent Support Program**

New Parent Support Program Plus (NPSP+)  
761st Tank Battalion  
Off of Hood Road  
Rivers Building 121  
Fort Hood, TX 76544  
Phone 254-287-2286  
Phone (DSN) 312-737-2286  
Fax 254-287-3509

Fax (DSN) 312-737-3509

[Website](#)

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

**Personal Financial Management Services**

Consumer Affairs Financial Assistance Program  
Hood Road  
761st Tank Battalion  
Rivers Building 121  
Fort Hood, TX 76544  
Phone 254-287-8979  
Phone (DSN) 312-737-8979  
Fax 254-287-8503  
Fax (DSN) 312-737-8503

[Email](#)

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Relocation Assistance Program**

Relocation Readiness Program  
761st Tank Battalion  
Corner of Hood Road  
Rivers Building 121  
Fort Hood, TX 76544  
Phone 254-287-4471  
Phone (DSN) 312-737-4471  
Fax 254-287-6902  
Fax (DSN) 312-737-6902

[Email](#)

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Restaurants/Fast Food**

AAFES Mega Food Court  
761st Tank Battalion Avenue  
Hood Road  
Building 118  
Fort Hood, TX 76544  
Phone 254-532-1459

[Website](#)

Monday - Friday 7:00 a.m. - 8:00 p.m.

**Retirement Services**

*Army Career and Alumni Program (ACAP)*  
 Hood Road  
 Battalion Avenue  
 Copeland Soldier Service Center, Building 18010  
 Fort Hood, TX 76544  
 Phone 254-288-ACAP (2227) / 254-288-JOBS (5627)  
 Phone (DSN) 312-738-2227  
 Fax 254-566-5618

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**School Liaison Office/Community Schools**

*School Liaison Office*  
 761st Tank Battalion Avenue  
 Hood Road  
 Building 121, Room 149  
 Fort Hood, TX 76544  
 Phone 254-288-7946 / 254-287-9905  
 Phone (DSN) 312-738-7946  
 Fax 254-287-7351  
 Fax (DSN) 312-737-9905

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Spouse Education, Training and Careers**

*Employment Readiness Branch (ERB)*  
 77th Street  
 Off of Tank Destroyer Boulevard.  
 Building 4220  
 Fort Hood, TX 76544  
 Phone 254-288-2089  
 Phone (DSN) 312-738-2089  
 Fax 254-285-5233  
 Fax (DSN) 312-663-5233

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Transition Assistance Program**

*Transition*  
 Hood Road  
 Battalion Avenue  
 Building 18010  
 Fort Hood, TX 76544  
 Phone 254-287-3513  
 Phone (DSN) 312-737-3513

[Website](#)

Monday - Friday 7:30 a.m. - 5:00 p.m.

**School Age Care**

*School Age Services (SAS)*  
 85018 Warrior Way  
 Walker Village SAS  
 Fort Hood, TX 76544  
 Phone 254-287-7950 / 254-287-8029 / 254-553-1994  
 Phone (DSN) 312-737-7950  
 Fax 254-287-3608  
 Fax (DSN) 312-737-3608

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Spouse Education, Training and Careers**

*AAFES Employment*  
 Santa Fe & 80th Street  
 Bldg 49020  
 Fort Hood, TX 76544  
 Phone 254-532-5419

[Website](#)

Monday - Friday 7:30 am - 5:00 pm

Saturday and Sunday - closed

**Temporary Lodging/Billeting**

*Temporary Lodging*  
 Wratten Drive  
 Off of Tank Destroyer Boulevard  
 Building 36006  
 Fort Hood, TX 76544  
 Phone 254-532-8233 / 254-532-5157 Reservations  
 Phone (DSN) 312-737-2700  
 Fax 254-288-7604  
 Fax (DSN) 312-738-7604

[Website Website](#)

Open 24/7

**Travel Office**

*Copeland Soldier Service Center*  
 Battalion Avenue  
 Hood Road  
 Building 18010  
 Fort Hood, TX 76544  
 Phone 254-287-3832

[Website](#)  
 Open 24/7

Travel:

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Veterinary Services**

*Veterinary Treatment Facility  
Engineer Drive  
Building 4909*

Fort Hood, TX 76544

Phone 254-287-6719

Phone (DSN) 312-737-6719/2823

Fax 254-288-0440

Fax (DSN) 312-738-0440

[Website](#)

Monday, Tuesday and Wednesday 8:00 a.m. - 6:00 p.m.

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

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

**Welcome/Visitors Center**

*Copeland Soldier Service Center  
Battalion Avenue  
Hood Road*

Building 18010

Fort Hood, TX 76544

Phone 254-287-3832

[Website](#)

Open 24/7

Travel:

Monday - Friday 7:30 a.m. - 5:00 p.m.

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

*Woman, Infants, and Children - Fort Hood  
Fort Hood Road  
761st Tank Battalion Avenue*

Rivers Building 121

Fort Hood, TX 76544

Phone 254-532-8680

Fax 254-532-9809

[Email](#)

[Website](#)

Monday - Thursday 7:00 a.m. - 5:00 p.m.

**Victim Advocate Services**

*Family Advocacy Victim Advocate Program (FAVAP)  
Crockett Street  
Travis Avenue*

Building 76020

Fort Hood, TX 76544

Phone 254-618-7585

Phone (DSN) 312-259-7585

Fax 254-288-2941

Fax (DSN) 312-738-2941

[Email](#)

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

Monday - Friday 7:30 a.m. - 5:00 p.m.

**Welcome/Visitors Center**

*Inprocessing  
Battalion Avenue  
Corner of Hood Road*

Building 18010

Fort Hood, TX 76544

Phone 254-287-3832

Phone (DSN) 312-737-3146

Fax 254-287-3146

[Website](#)

Open 24/7

**Youth Programs/Centers**

*Bronco Youth Fitness Center  
Tank Destroyer Boulevard  
24th Street*

Building 6602

Fort Hood, TX 76544

Phone 254-287-6745

Phone (DSN) 312-737-6745

Fax 254-288-0433

Fax (DSN) 312-738-0433

[Email](#)

[Website](#)

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

## **Major Units**

### **4-5 Air Defense Artillery**

Contact Information:

Staff Duty

COM: 254-287-1925

DSN: 312-737-1925

### **III Corps**

Contact Information:

COC

COM: 254-287-2506/2520

DSN: 312-737-2506

FAX: 254-287-2869

### **4th Infantry Division**

Contact Information:

Staff Duty

COM: 254-287-8079/8080

DSN: 312-737-8079/8080

FAX: 254-286-6912

### **3d Signal Brigade**

Contact Information:

Staff Duty

COM: 254-287-2546

DSN: 312-737-2546

FAX: 254-288-3266

### **13th Finance Group**

Contact Information:

Staff Duty

COM: 254-287-8670

DSN: 312-737-8670

### **504th Military Intelligence Brigade**

Contact Information:

S-1

COM: 254-288-1343

DSN: 312-738-1343

FAX: 254-288-9596

### **(DENTAC) Dental Activity**

Contact Information:

Staff Duty

COM: 254-287-0065

DSN: 312-737-0065

### **Army Operational Test Command (AOTC)**

Contact Information:

Staff Duty

COM: 254-288-9406

DSN: 312-738-9406

FAX: 254-288-1849

### **3d Armored Cavalry Regiment**

Contact Information:

G-3 POC

COM: 254-287-6606

DSN: 312-737-6606

### **1st Cavalry Division**

Contact Information:

Staff Duty

COM: 254-287-9435/9436

DSN: 312-737-9435

FAX: 254-287-6459

### **Installation Adjutant General**

Contact Information:

Staff Duty

COM: 254-287-3832

DSN: 312-737-3832

### **13th Sustainment Command (Expeditionary)**

Contact Information:

Staff Duty

COM: 254-287-8800

DSN: 312-738-8800

### **89th Military Police Brigade**

Contact Information:

Staff Duty

COM: 254-287-7538

DSN: 312-737-7538

### **21st Cavalry Brigade (Air Combat)**

Contact Information:

Staff Duty

COM: 254-288-2307

DSN: 312-738-2307

### **(MEDDAC) Medical Department Activity**

Contact Information:

Staff Duty Officer

COM: 254-288-8000

DSN: 312-738-8000