



Troops & Families

Leadership

Service Providers

PLAN MY MOVE

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

Plan My Move Booklet for Randolph AFB

Overview



Location

Randolph AFB, located between IH-35 and I-10, is part of the San Antonio Metropolitan Area, just northeast of San Antonio, Texas. Randolph houses several headquarters including Air Education & Training Command (AETC), Air Force Personnel Center (AFPC), Air Force Headquarters Recruiting Services and Nineteenth Air Force (19AF). The base operator's phone number is 210-652-1110 or DSN 312-487-1110.

History

Randolph Field was dedicated on June 20, 1930, as a flying training base and continues in this mission today. The idea for Randolph began soon after the establishment of the Air Corps Act in 1926, which changed the name of the Army Air Service to the Army Air Corps. General Frank P. Lahm was placed in charge of all flying training and established the Air Corps Training Center and set up its headquarters at Duncan Field, next to Kelly Field, TX. After deciding the facilities at Kelly and Brooks Fields were not sufficient for proper training, the Air Corps soon decided an additional training field was needed. Randolph Field was named after Captain William Millican Randolph, who crashed his AT-4 on takeoff returning to duty at Kelly. He contributed immeasurably to the progress of aviation and served on the base name selection committee. After the Air Force became a separate service on September 18, 1947, Randolph Field was officially named Randolph Air Force Base on January 14, 1948. For more history visit Randolph's [homepage](#).

Mission

With a multifold mission, the 12th Flying Training Wing conducts instructor pilot training in the Raytheon-Beech T-6A Texan II, Cessna T-37 Tweet, Northrop T-38 Talon and Beech T-1A Jayhawk aircraft. In addition, the wing conducts Joint Specialized Undergraduate Navigator Training and electronic warfare officer training in the Boeing T-43 medium-range turbofan jet. The 12th Flying Training Wing has three groups: operations, mission support and medical, and a maintenance directorate. The 12th Flying Training Wing trains and equips its people to meet the Air Force's worldwide Air and Space Expeditionary Force commitment. In addition, it is responsible for the Air Force's Advanced Instrument School (AIS).

The wing also provides host-base support to more than 30 Department of Defense units, including Headquarters Air Education and Training Command, Air Force Personnel Center. The primary aircraft assigned to Randolph are the T-1A/T-37/T-38/T-43/T-6A.

Population Served

Randolph is home to 4,423 military members who have 5,291 dependents. DoD and NAF civilians combine for a strength of 5,778 for a total population of 15,492.

Base Transportation

Base Military Taxi is also available for official use only. Please arrange transportation requirements in advance when

support is needed during non-duty hours.

Sponsorship

It is important to maintain contact with your sponsor and provide him/her with your arrival information. However, if you are unable to contact your sponsor prior to or upon arrival, contact your CSS during normal duty hours. If arriving after duty hours, contact the Lodging Office, which is the 24-hour arrival point. They have a roster reflecting sponsors for all inbound personnel, as well as a listing of all unit INTRO monitors and First Sergeants. Report to your orderly room the next duty day. Once you have signed in, the approval authority for permissive TDY for house-hunting is your gaining commander. The base operator can be reached 24 hours a day for additional listings, 210-652-1110 or DSN 312-487-1110. (Note: All Navy personnel and AF Navigator Students will in-process with the 562nd Flying Training Squadron Monday, Tuesday, and Thursday at 9:00 a.m. sharp.)

Taxi and shuttle service is also available from the San Antonio International Airport to Randolph. Fares vary, but taxis average around \$35. Once you arrive at Randolph AFB, report to your orderly room with your sealed records. Upon signing in with your unit, you will be scheduled for required in-processing appointments including Finance, Social Actions, and Base Newcomer's Orientation briefings.

Temporary Quarters

Contact the Randolph Lodging lodging office in Bldg. 112 or call 210-652-1844 or DSN 312-487-1844, as soon as you have your orders and an arrival date to request whatever needs you or your family may have. If nothing is available on base they will refer you to a near-by hotel in the local community.

Relocation Assistance

The Relocation Assistance Center offers classes and individual relocation assessment and referral. Smooth Move seminars are offered on a recurring basis or as individual or class briefings. We also operate computer based information on other military installations and demographics worldwide in addition to providing videos and CD's or DVD based information. Contact the Relocation Assistance Program at 210-652-3060 or DSN 312-487-3060 for further 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:

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

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

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

A sponsor's duties include:

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

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

Service specific processes for requesting a Sponsor include:

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

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

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

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

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

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

Youth Sponsorship

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

Directions to Installation

Directions to Randolph AFB

Randolph AFB, located between IH-35 and I-10, is part of the San Antonio Metro just northeast of San Antonio. Randolph houses several headquarters including Air Education & Training Command (AETC), Air Force Personnel Center (AFPC), Air Force Headquarters Recruiting Services and Nineteenth Air Force (19AF).

From San Antonio International Airport

Take Loop 410 East to IH-35 North (toward Austin). Exit Pat Booker Road, which runs directly into the front gate of Randolph. The cost of a taxi from the airport will average \$35.

From Austin, TX

Take IH-35 South. Exit Pat Booker Road and turn left at the light. Pat Booker runs directly into the front gate of Randolph.

From Houston, TX

Take I-10 West to Loop 1604 North (toward Universal City). Take the Randolph exit and turn right at the light onto FM 78. The base is immediately to the right.

From El Paso, TX

Take I-10 East to Loop 1604 East. Exit Pat Booker Road and turn left at the light. Pat Booker runs directly into the front gate of the base.

Check-in Procedures

Reporting Procedures

Once you arrive at Randolph AFB, report to your orderly room with your sealed records. Upon signing in with your unit, you will be scheduled for required inprocessing appointments. If you or a family member needs an ID card or CAC card that will be handled through the MPF. Military members can and are encouraged to make appointments for ID cards. If you arrive after 4:30 PM or on a weekend or holiday, please go to Randolph's 24-hour arrival point, the Randolph Lodging office, located in building 112. Report to your orderly room the next duty day. It is our goal to make your inprocessing go as smoothly as possible.

What to do if you get married Enroute

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

Travel Planning

Lodging for new arrivals is very limited. You can make reservations as soon as you receive PCS orders; however, accommodations may not always be available. Be prepared to defray the cost of temporary lodging in the local area. Your sponsor can provide you with additional information on lodging and answer other specific questions.

Sponsorship

You may request a sponsor from your gaining unit as soon as you receive your orders. Your sponsor is responsible for mailing you a welcome package which contains information to give you a "heads-up" on the base and local area. Communication with your sponsor is essential and can make your move much smoother.

Relocation Assistance

Programs and Services

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

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

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

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

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

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

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

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

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

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

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

Installation Specific Information

The Randolph Relocation Assistance Center has an array of programs, services and resources available to you and your family. Listed below is only a sample of what we have to offer.

- Base Brochures/Video Tapes available for 48 hour check out.
- San Antonio City Tour - free of charge free childcare for children 12 and under.

- Welcome Kits with great resources including a city and base map.
- Family Services (Loan Locker, Uniform Closet, "Operation Stork" - A free Layette Program, Box Referral Program & Driving Safety).
- Smooth Move Seminar - Get questions answered first hand as you prepare to move with free childcare provided.
- Self-Help Computer Stations.
- Child Care for PCS - Twenty hours of free child care for active duty Air Force members within 60 days of PCS move (In or Out).
- One-On-One Briefings for additional assistance top-notch customer service.

For additional information about the San Antonio area, please refer to the [San Antonio Guide to Relocation website](#). It is a Chamber of Commerce guide to the city and the areas around it, including Randolph AFB.

Emergency Assistance

Planning for Emergencies

No matter how well you've planned, emergencies do happen. What should you do in case of emergency while you are traveling?

Important Documents/Hand Carry

Be sure you have all your important papers with you - not packed with your household goods. Numbers for your commander, orderly room, and your sponsor can be invaluable in case of emergency while in transit.

American Red Cross

The American Red Cross may be contacted by CONUS active duty military and immediate family members residing in the same household through the American Red Cross Armed Forces Emergency Services (AFES) Center 24 hours a day. Immediate family members (spouse, children, father, mother, brother, sister and those in loco parentis) not residing in the same household must contact the American Red Cross Chapter in their local area. The American Red Cross also has quick communication with home about family emergencies that is available 24 hours a day, 7 days a week, including verification of death or serious illness of immediate family, birth announcements to service members, and health and welfare reports resulting from a lack of communication over a long period of time.

Air Force Aid Society/ Financial Assistance

Your primary contact for emergency financial assistance is the Air Force Aid Society, however after hours or holidays, the American Red Cross can provide emergency assistance in coordination with Air Force Aid. The Air Force Aid Society can provide financial emergency assistance based upon need, through either loans or, when there is a particular hardship, grants.

Categories of financial assistance include:

- Basic living expenses (food, shelter, utilities)
- Medical not covered by TRICARE
- Dental not covered by DDP
- Funeral expenses
- Emergency transportation
- Essential car repairs
- Pay and allotment problems
- Disasters and assistance for widows, mothers and children

Food Assistance

The Airman and Family Readiness Center also has a Food Pantry Program, which operates as a voucher system and is available for emergency food needs.

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

Texas state traffic laws apply on Randolph AFB.

Seat Belts -- Seat belts are mandatory. State, local and base officials can stop vehicles for suspected non-use of seat belts. Child seats/restraints are mandatory for children under 40 pounds.

Vehicle Checks -- All vehicles entering or leaving Randolph AFB are subject to search.

Motorcycle Safety -- Helmets are mandatory. The Air Force requires helmet usage, as well as reflective vests, covered shoes, and eye protection, both on and off base.

Accidents -- Vehicle accidents should be reported to the Security Forces Desk Sergeant. Never leave the scene of an accident, have someone call for you if possible.

Weapons Registration -- Special permits are required for concealed handguns. Contact the Dept. of Public Safety. When on base, weapons must be stored at the armory. Please call the Security Forces for further information.

Emergencies -- Call 911 for all emergencies on base.

Registering Vehicles on Base

In order to register a vehicle on base, you must provide the following information:

- insurance documents
- driver's license
- government ID
- state registration or title

Registration is done at the Visitor Center located at the main entrance of Randolph AFB.

Texas Vehicle Registration

For motor vehicles, Texas law requires that the vehicle be registered and licensed either in the member's home state or

the state of Texas.

To register a car in Texas, the car must first be inspected at an authorized inspection station. Bring the green inspection certificate along with the title or registration (if there is a lien holder) and proof of insurance.

Loan Closet

Items Available

Items available for loan include toasters, irons, ironing boards, dish packs (plates, cups, glasses, a wide assortment of silverware), pot and pan kits, pitchers, casserole dishes, strollers, high chairs, car seats, pack and plays, can openers, slow cookers, sweeper vacuums, coffee makers, etc.

We do not provide bed linens.

How to Borrow

Loan Locker hours are Monday-Thursdays 8:30 AM to 4:00 PM, and Fridays 8:00 AM to 12:00 PM except holidays. Items are loaned for 30 days with a copy of orders. Permanent party and retirees may use items for 7 days if available.

Housing - Overview

Government Housing

All personnel being assigned to Randolph AFB must check in with the Family Housing Office, whether you are expecting on-base housing or desire to live on the economy. Randolph has a total of 1,019 family housing units. All family housing is adequate with two, three or four bedroom apartments, town homes, duplexes and single-family homes. All units are equipped with stove, refrigerator, dishwasher, washer/dryer connections and storage room.

Eligibility

Military members E1 and above, with accompanying family members, are eligible to apply for military family housing.

Availability

There is usually a waiting list for all housing, so expect to live off base from four to thirty-six months. Wait times are also based on the time of year you arrive and your rank.

Priority assignment to on-base housing can be given for medical or financial hardship reasons and must be supported by the appropriate base agencies; i.e., Airman and Family Readiness Center, Clinic, Family Advocacy and Support Group Commander. The average waiting time for obtaining priority assignment to on-base housing is 2-5 months. Vacancies are available for 2 and 3 bedroom quarters if there is no preference of area required.

Application

Military personnel, with dependents, are authorized to apply for base housing through your current housing office. The DD Form 1746, Application for Assignment to Housing should be submitted with two copies of your Permanent Change of Station (PCS) orders to your current housing office and it will be forwarded to the Randolph AFB housing office. The effective date of advance application is the first day of the month prior to the month in which the applicant arrives at Randolph. If the member arrives prior to the stated arrival month, the member has the option of retaining the original effective date of the application or assuming the "walk-in date".

Single Service Member Housing

Dormitories are available for single enlisted personnel and a student Navigator's dorm is available for singles when space is available. Single E-4s and below are expected to reside in the dorm. If dorms are fully occupied, some personnel will be authorized to reside off base.

Temporary Lodging Facility

The Randolph Lodge has 30 family units and 530 single units. All units are non-smoking.

Non-government Housing

Off-base housing within reasonable commuting distance to the base is available. Surrounding communities support housing requirements of military personnel assigned to Randolph.

Before military members seek off-base accommodations, it is beneficial to check in with base housing. Even if you have acquired the services of a realtor, visiting the housing office for a off base briefing is highly recommended before signing a lease or closing on a house.

The Family Housing Office provides both on-base and off-base housing information. Experienced, knowledgeable personnel will assist you with off-base rentals and sales listings of houses and apartments.

Rental Options -- Rental rates are moderate to high with the average unfurnished apartment ranging anywhere from \$558 for a two bedroom, \$730 for three bedrooms and four bedrooms which are very limited and expensive. The majority of apartment communities offer active duty military some form of move-in incentive. There are limited rental homes available in the local area. The average rent for a two bedroom home is \$660, three bedroom - \$1,072 and four bedroom - \$ 1,290.00 Prices vary throughout the city as indicated in the annual fair market rental survey.

Purchase Options -- The average sale price for a two bedroom home - \$65,500, three bedroom - \$130,000, four bedroom - \$165,000 and five bedrooms are limited and expensive.

E4's and below may experience an extreme hardship if a three or four bedroom accommodation is required. Costs will exceed the total BAH by \$75 or more plus utilities.

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

DoD Automated Housing Referral Network (AHRN)-- Visit AHRN.com or ask at your local housing office to learn about this DoD program that is currently available for 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.

Housing - Temporary

Temporary Lodging Facility

The Randolph Lodge has 30 family units and 530 single units. One of the family units is handicap accessible. All rooms are similar and feature a queen sized bed, dining table, TV, VCRs, radio/clock, refrigerator, hair dryer, iron and ironing board, microwave and coffee pot. There is an on site laundry facility. Cribs, highchairs and rollaways are available on request at no additional charge. All units are non-smoking.

Pets

Pets are not allowed in the Temporary Lodging Facility.

Check In/Check Out

Check in time is after 3:00 PM, check out time is 11:00 am.

Reservations

Please call for rates. Reservations may be made as soon as you receive orders. When there is a shortage of rooms you will be referred to motels/hotels in the local area. Please call 210-652-1844 or DSN 312-487-1844 for reservations.

Housing - Government

Family Housing

Randolph Air Force Base (AFB) has a total of 1,019 family housing units. All family housing is adequate with two, three or four bedroom apartments, town homes, duplexes and single-family homes. All units are equipped with stove, refrigerator, dishwasher, washer/dryer connections and storage room.

Eligibility

Military members E1 and above, with accompanying family members, are eligible to apply for military family housing.

Availability

There is usually a waiting list for all housing, so expect to live off base from four to thirty-six months. Wait times are also based on the time of year you arrive and your rank.

Priority Housing

Priority assignment to on-base housing can be given for medical or financial hardship reasons and must be supported by the appropriate base agencies; i.e., Airman and Family Readiness Center, Clinic, Family Advocacy and Support Group Commander. The average waiting time for obtaining priority assignment to on-base housing is 2-5 months. Vacancies are available for 2 and 3 bedroom quarters if there is no preference of area required.

Application

Military personnel, with dependents, are authorized to apply for base housing through your current housing office. The DD Form 1746, Application for Assignment to Housing should be submitted with two copies of your Permanent Change of Station (PCS) orders to your current housing office and it will be forwarded to the Randolph AFB housing office. The effective date of advance application is the first day of the month prior to the month in which the applicant arrives at Randolph. If the member arrives prior to the stated arrival month, the member has the option of retaining the original effective date of the application or assuming the "walk-in date".

Single Service Member Housing

Dormitories are available for single enlisted personnel and a student Navigator's dorm is available for singles when space is available. Single E-4s and below are expected to reside in the dorm. If dorms are fully occupied, some personnel will be authorized to reside off base.

Household Goods - Overview

Arranging Household Goods Shipments

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

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

Automobile

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

Shipping Pets

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

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

Delivery of Household Goods Shipments

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

Customer Satisfaction Survey

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

Claims

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

Household Goods - Shipping Pets

Pet Travel

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

Nothing can waylay a trip with an animal faster than a health problem, and your pet's well-being should be of primary importance to you. Your pet will be subjected to conditions guaranteed to cause stress to your animal. A clean bill of health is an important first step in assuring your pet's ability to adjust safely to unfamiliar surroundings. In addition, most states and countries require recent health certificates and disease inoculation documentation before you will be allowed to cross borders, making a trip to the veterinarian mandatory. Even if you are traveling within your own state boundaries, it is a good idea to have your pet examined and inoculated. Your pet will be "out of his own back yard" and subject to contact with unknown animals. His chances of contracting disease or infection greatly increase. Have your pet examined by a licensed veterinarian, preferably one who has cared for the animal on a regular basis. Ask the doctor to prescribe a motion sickness pill or sedative as a preventive measure. Don't tranquilize your animal automatically. Sedated animals are more likely to develop problems. (Note: Motion sickness pills are preferable to tranquilizers.) NEVER give your pet tranquilizers without your vet's approval and NEVER give an animal any medication that has been prescribed for human use. Avoid traveling with an animal during extreme weather. Exceptionally cold or hot weather can result in hyper- and hypothermia, heart failure, even death. During summer months, schedule travel for early morning or evening hours.

Federal Regulations

Federal regulations provide some solutions to the problems of animals traveling by air but owner awareness is still the key factor in assuring the safe arrival of their pets. According to regulations, an airline cannot accept an animal from its owner unless the following qualifications are met: The animal must be 1) at least 8 weeks old; 2) certified as healthy within 10 days prior to departure; 3) secured in a carrier which meets the required standards;, and 4) adequately identified in the manner specified by APHIS.

Identification

A disaster in the making is a pet in transit without identification. Dogs break free from leashes. Cats dash out of cages cracked open for just a second. The opportunities for pets being separated from their owners are numerous. Avoid the potential loss of a beloved pet by purchasing a comfortable collar (elastic for cats) for your pet bearing complete identification tags. The information should include your pet's name, your name, address and phone number. A license tag is also necessary and can be obtained from your local humane organization. As an additional safeguard, you may want to consider tattooing as a permanent form of identification. Your pet can have a number tattooed on the inside of his ear or flank. Another option, micro-chipping, identifying information implanted in the neck of the animal is available at most vet clinics. To obtain additional information contact your local vet clinic. Licensing of pets can be accomplished at any of the many veterinarian offices located in the Randolph Metrocom area. All pets residing on base must be registered with the Base Veterinarian Treatment facility.

Quarantines

There is no quarantine for pets arriving from overseas locations as long as the owner provides the following:

- The pet has no diseases
- The pet's owner is in possession of a valid veterinarians certificate that states the pet has no diseases.
- The pet has current rabies inoculations.

Boarding

If you and your pet plan to stay in a hotel, motel or inn, call in advance to check if pets are allowed. Gaines Pet Foods Corporation publishes "Touring with Towser", a directory of domestic hotels and motels that accommodate guests with dogs. It is available for a nominal fee.

If you plan to board your pet at your destination point, reservations are also necessary. The American Boarding Kennels Association in Colorado, Springs, CO publishes "How to Select a Boarding Kennel" and will make recommendations over

the phone when they are not too busy. Member kennels are listed for the United States and Canada.

Education - General Overview

Adult Education

The focal point for all adult education programs at Randolph AFB is the Base Education Office. Professional guidance counselors are available for active duty members and dependents on a walk-in, space available basis. Complete testing facilities are available to include CLEP, Excelsior Exam, SAT, and other specialized tests. Information pertaining to financial aid is available to all personnel, and tuition assistance is authorized for active duty.

Public School

Public schools normally start the second week in August and run through the last week in May with the standard holidays being observed; however, you should check with the school in particular for the actual dates.

The school systems in this area are very good. In addition to well rounded curriculums they provide many different programs such as athletics, clubs, choir, ROTC and much more.

Programs available with funds for entering college would be the ROTC scholarship, Randolph Wife's Clubs, athletic scholarships, honor role, and many more.

The base school is small with only a few hundred students and many classes have 15-25 students. Marion High School and Samuel Clemens High School are in small communities and also have small student bodies. This is not the norm, most high schools in San Antonio area are very large. Judson High School, which is the closest to RAFB has a student body of approximately 4,000 in its two campuses. One campus houses 9th and 10th grades while the other houses 11th and 12th grades. A large number of these students are RAFB dependents.

Age Requirements

Kindergarten: Child must be 5 years old on 1 Sept of the school year.

First Grade: Child must be 6 years old on 1 Sept of the school year.

Enrollment Requirements

Birth certificates are required for children enrolling in the school for the first time. State law makes it mandatory for parents to present sufficient evidence that the child has been protected against polio, diphtheria, pertussis, tetanus, red measles (rubella) and tuberculosis (PPD Mntoux). Children will not be allowed to start school until necessary immunizations have been obtained and actual dates have been provided to the school.

High School Graduation Requirements

Comprehensive High School and Special Education requirements are 4 Units English; 3 Units Math; 2 Units Science; 2 Units Foreign Language; 1 Unit U.S. History; 1 Unit World History or World Geography; 1/2 Unit U.S Government; 1/2 Unit Economics; 1/2 Unit Health; 1 1/2 Physical Education or Equivalent waiver; Athletics, Band, Dance, ROTC, 2 or 3 units Vocational; At least 7 electives = 21 units.

Private School

Many good private schools are available in the San Antonio area. Private schools are licensed by the Department of Education and are required to provide a program of instruction equivalent to the minimum standards established by the state. No state funds are expended on their operation as most have religious affiliations or relationships.

With the schools constantly changing their tuition and other fees, and sometimes changing their characteristics, it is our goal to provide only basic information about the private schools in the area. Tuition ranges from \$1250.00 to \$4,000 depending upon the school, grade attending, whether books or fees are included in the comprehensive fee. Additional fees such as music, art, uniforms, books, registration, deposits and transportation should be taken into consideration.

Education - Training (College/Technical)

Continuing Education

The focal point for all adult education programs at Randolph AFB is the Base Education Office. Professional guidance counselors are available for both active duty, on a walk-in basis and dependents on a space available basis. Complete testing facilities are available to include CLEP, Excelsior Exam, SAT, and other specialized tests. Information pertaining to financial aid is available to all personnel, and tuition assistance is authorized for active duty.

College

Randolph has one of the finest and most comprehensive education programs in the Air Force. The Randolph Education Office provides a broad range of programs and services in conjunction with the local colleges and universities surrounding Randolph AFB. For more information on college degree programs contact the Education Office.

Education - Local Schools

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

1. How do I choose a good school?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Education - Local Schools/Overseas

Overseas Schools -- What You Should Know

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

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

Where do I start?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Employment - Overview

Employment Opportunities

Many opportunities exist for employment in the local San Antonio economy.

Good Prospects

The services sector is the fastest growing sector in the San Antonio area and is also the largest. Services are expected to grow faster than any other sector during the next five years, mainly in the areas of business and repair services, health services and educational services. Many jobs in the services sector require unskilled workers, such as fast food restaurants and entry-level retail sales. Also available are jobs for nurse's aids and bank tellers. Openings usually exist for experienced clerical workers. Those with accurate typing, word-processing, and computer skills will find employment more quickly.

Fair Prospects

San Antonio also has professional openings for nurses, teachers, lab technicians, computer programmers, travel agents, and some engineers. Women looking for upper level banking positions have somewhat limited opportunities.

Poor Prospects

Most clerical and professional jobs that existed in the Civil Service system on base have been affected by the Federal hiring freeze at different times.

Employment Documentation

For job-hunting purposes, be sure to hand carry all employment records and documents, resumes, OF-612, SF 50, transcripts, certificates and licenses.

Unemployment Compensation

Unemployment compensation may be available for the spouse of a newly assigned military member or civilian employee. For more information contact the [Texas Workforce](#).

Child Care

Child Development Center (CDC)

Randolph's childcare programs are rated among the best in the Air Force have been accredited four times through National Association for the Education of Young Children (NAEYC). The Child Development Center, Infant Annex and Youth Center have age-appropriate programs designed to promote development and fun and provide activities and programs which support children's social, emotional, physical and intellectual development.

Hours of Operation

The centers are open Monday through Friday, 6:30 am - 5:45 pm. Weekends and Holidays, the centers are closed.

Centers on Installation

There are 2 CDC facilities on Randolph AFB:

- The Main Child Development Center (CDC) provides care for 138 children, 2-5 years of age, and is located in building 1072. The phone number is DSN 312-487-4946 or 210652-4946 and the fax is 210-652-2574.
- The Child Development Center Annex provides care for 56 children, 6 weeks - 24 months of age, and is located in building 734. In addition, the annex offers a part-day enrichment program for preschool children in Bldg 584. The phone number is DSN 312-487-1140 or 210-652-1140 and the fax is 210-652-1144.

Programs Offered

Programs available at the CDCs include, full time weekly care, hourly care and a Part-Day Enrichment Program, which provides part day preschool for children 3 - 5 years of age. Parents may choose from several sessions offered. Monday/ Wednesday/ Friday or Tuesday/Thursday. There are morning and afternoon sessions available.

Respite Care --Respite care is offered once a month.

Eligibility

Eligibility and priority are established through AFI 34-248. Active duty, DoD civilian dual employed parents, single parents, dual military couples and those attending school full-time and are assigned to or living on Randolph Air Force Base are given priority.

School Age Program (SAP)

We are very proud of our National School Age Association program. The program has received accreditation through the National School Age Association. Our commitment is to provide your child with a quality program that is also committed to providing each child with a unique growing and learning relationship. Hours are from 6:45 a.m. to 5:45 p.m. daily, and an all day program is also conducted on days when Randolph school has holidays which are not legal holidays. (The Randolph ISD schedule is followed). The child to staff ration is 12-1. Youngsters arriving for the before-school program will be accompanied to the bus stop at 7:40 a.m. Children attending the after-school program are brought back to the center by bus when school is out. Fees are based on a sliding scale determined by DoD.

The program offers full day camp programs during the summer and also during Christmas and Spring break holidays. Our camp dates follow the Randolph ISD school year calendar.

Family Child Care (FCC)

The FCC program offers monitored home-based child care services provided in base housing and off-base affiliated homes. Provides developmentally appropriate activities for children 0-12 years of age. Regular, part-time and hourly care is available Monday - Sunday, including nights and weekends. Resource and referral services are offered for parents.

Youth Services

Youth Services

Welcome to Randolph AFB and San Antonio. There are many interesting and fun adventures ahead of you in this very festive city. Movie theaters are numerous, as well as some of the most unique malls in Texas. The culture that you will take with you when you leave San Antonio will always be remembered!

Services for children/teens are a very important part of the Randolph community. Listed below are just a few of the services offered. Please contact the Youth Center for individual listings.

Youth Center

The Youth Center caters to kids of all ages. We offer activities such as:

- guitar and piano
- gymnastics and tumbling
- karate
- dance
- basketball
- football
- soccer
- swimming
- baseball
- softball
- Nintendo 64, PS2, XBox
- computers
- billiards
- volleyball
- board games
- outdoor sport court
- playground

The Youth Center is open for teens only from 7-11 pm on Saturday night. The activities are planned a month in advance. If you have an idea please call the Youth Center. We can do anything as long as it's safe.

Youth Sports

The Youth Center is proud of its youth sports program. Our basic attitude is that the program is for the kids. We feel that winning is important but we keep it in perspective with what we are trying to instill in the youngsters!

Randolph participates in an interlocking schedule with off-base teams (older age groups and girls) and has always maintained excellent community relations in support of the total local sports environment.

To support our programs we have five baseball fields, one softball field, 15 soccer fields, one football field and the use of other 12th Division facilities throughout the base.

Youth Support Program

Our new branch called Youth Support is here to provide you with additional support. If you are looking for a job, community service, fun, adventure or assistance in school, please come see Youth Support.

Youth Support is provided as a compliment to school and is a tool for your future. We offer programs such as:

- Congressional Award
- Training Responsible Adolescence in Leadership (T.R.A.I.L.)
- Outdoor Adventure

- Volunteer (community service)
- Youth Employment Skills (YES)

As it becomes harder to get accepted to college, Youth Support is gearing up to benefit you. Youth Support is here to market you in a positive way! When you come to Randolph, we look forward to seeing you first!

Youth Employment/Volunteer Opportunities

Youth employment is very hard to find in the San Antonio area due to the age limit of sixteen. Some recommendations of companies that hire many teens would be H.E.B. Grocery Store, Wal-Mart, K-Mart, etc. Also, check in the want ads of the San Antonio Express-News paper every Sunday.

Many Teen Job Fairs are held at numerous times of the year at many of the bases in the San Antonio area. Check your Airman and Family Readiness Center calendar each month for a listing of events, dates and times.

Randolph has a great Jr. Volunteer Program with volunteer positions all over the base. Working a volunteer position can assist youth with obtaining job training and experience that can be used on job applications and resumes for future employment.

Youth Sponsorship Program

A Youth Sponsorship Program "It's Your Move, Too" is available through the Youth Activities Center.

Financial Assistance

Air Force Aid Society

Financial Assistance is available through the Air Force Aid Society for those experiencing temporary financial hardships. You may be eligible for either an interest free loan or grant. For more information contact the Airman and Family Readiness Center and ask for Air Force Aid.

Personal Financial Management Program

Financial guidance is offered to those experiencing money management difficulties or for those who wish to be in better control of their finances. The Airman and Family Readiness Center's Personal Financial Management Program can work with you to prepare a personalized budget and spending plan to make your life a little easier. Information and assistance is also available in areas such as military pay and allowances, consumer rip-offs, savings, insurance, car buying, home buying, identity theft, credit card management, and much more.

Legal Assistance

Legal Services

The Legal Office at Randolph can provide information and services on a variety of issues.

Types of Services

Some of the areas they can assist personnel are in:

- Preparing a will
- Drafting a power of attorney
- Filing a household claim

The base Legal Office is also the point of contact for the Victim Advocacy Program.

Deployment Support

Family Deployment Support

The Readiness staff of the Airman & Family Readiness Center stand ready to assist you and your family before, during and following your deployment. We are on your pre-deployment check list, there are support groups, free telephone calling cards, Car Care Because We Care program and much more.

Health Care - Overview

Moving With TRICARE

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

When Enrolled in a TRICARE Prime Option

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

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

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

Prime Options in the United States

TRICARE Prime

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

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

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

TRICARE Prime Remote

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

Prime Options Outside of the United States

TRICARE Prime Overseas

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

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

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

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

TRICARE Global Remote Overseas

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

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

When Using TRICARE Standard and Extra

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

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

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

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

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

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

When Using TRICARE For Life

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

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

If you move overseas, your TRICARE For Life coverage may change depending on where you move. In U.S. Territories such as Guam, Puerto Rico and the U.S. Virgin Islands, TRICARE For Life coverage works the same as the stateside program. But, in all other overseas locations, TRICARE For Life Overseas works differently because Medicare does not

provider coverage in most overseas locations. Therefore, TRICARE is the primary payer. You can get care from any host nation provider and you will be responsible for TRICARE deductibles and cost shares.

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

Getting Care Along the Way

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

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

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

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

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

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

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

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

Filling Prescriptions on the Road

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

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

Your pharmacy coverage is limited overseas:

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

If You Have Questions

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

Installation Specific Information

Medical Care

The 12th Medical Group, provides general outpatient medical services to active duty personnel, their family members, retirees and their family members.

Emergency Care -- It is important to note that the Randolph Clinic does not provide emergency medical care. Emergency medical care is provided at Brooke Army Medical Center (BAMC) and Wilford Hall Medical Center (WHMC). BAMC is located 17 miles from Randolph AFB and WHMC is at Lackland AFB located 30 miles from Randolph AFB. Both BAMC and WHMC are full service hospitals and provide extensive medical care in virtually all specialties. Additionally, Northeast Methodist Hospital (a civilian hospital) is located four miles from Randolph AFB.

TRICARE

TRICARE is the DoD triple option health benefit program offered to CHAMPUS eligible beneficiaries. TRICARE is implemented in twelve regions throughout the Continental United States; Randolph AFB is located in Region VI, which includes Oklahoma, Arkansas, Texas (with the exception of El Paso), and most of Louisiana.

TRICARE brings together the health care delivery systems of each of the military services, as well as the Civilian Health and Medical Program of the Uniform Services (CHAMPUS), in a cooperative and supportive effort to better serve its beneficiaries, while optimizing the use of available resources throughout the military health care system.

All active duty members must be enrolled into TRICARE Prime and are required to fill out an enrollment form at the TRICARE Service Center as they inprocess into Randolph AFB. The Randolph Clinic is their primary care manager. Beneficiaries are seen by appointment under the following order of priority as established by DoD:

- Active Duty
- TRICARE Prime beneficiaries
- Non- TRICARE Prime beneficiaries

TRICARE eligible beneficiaries who elect not to enroll in TRICARE Prime or TRICARE Plus, will remain eligible to receive care on a space-available basis, as they always have. However, due to the above access priority, non-TRICARE Prime beneficiaries may experience delays in obtaining a space available appointment.

Health Care - Special Needs

Exceptional Family Member Program

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

Military Treatment Facility

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

Moving to a New TRICARE Region

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

Beneficiary Counseling and Assistance Coordinator (BCAC)

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

Case Management

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

Extended Care Health Option (ECHO)

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

Transporting Medical Equipment

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

Federal and State Health Care Programs

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

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

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

[contact](#) and other pertinent information.

Other Important Resources

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

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

Installation Specific Information

Special Needs Identification and Coordination Process (SNIACP)

The Special Needs Identification & Coordination Process Office on Randolph can help identify and provide referral information for personnel arriving with an exceptional family member. Please call ahead as an appointment is required.

At your initial appointment you will learn the medical appointment system and the community referral system, and will be offered supportive counseling. If you have an EFMP child, the school district in which you live is required by law to meet the educational needs of all children beginning at age three.

There is also Respite Care available through the Air Force Aid Society at the Airman & Family Readiness Flight.

Education - Special Education/EIS

Exceptional Family Member Program

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

Children from Birth to Three Years of Age

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

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

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

Children from 3 through 21 Years of Age

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

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

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

Others who can help you:

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

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

Washington PAVE
STOMP Project

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

Installation Specific Information

Personnel arriving with an Exceptional Family Member should contact the EFMP office upon arrival. Appointments are required. At your initial appointment you will learn the medical appointment system, the community referral system and offered supportive counseling.

If you have an EFMP child, the school district in which you live is required by law to meet the educational needs of all children beginning at age three. There is also Respite Care available through the Air Force Aid Society at the Airman and Family Readiness Flight.

Contact Information

Harmon Drive
 Randolph Air Force Base, TX 78148
 Phone 210-652-5321
 Phone (DSN) 312-487-5321
 Fax 210-652-3166
 Fax (DSN) 312-487-3166

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

Automotive Services

Automotive Services
3rd Street West
 Building 1070
 Randolph AFB, TX 78150
 Phone 210-658-1515
 Fax 210-658-4627

Beauty/Barber Shops

Base Barber Shop
630 W 3rd Street
 Building 1073
 Randolph AFB, TX 78150
 Phone 210-656-2550

Child Development Centers

Child Development Center
415 B Street East
 Randolph AFB, TX 78150-4423
 Phone 210-652-4946 / 210-652-1140
 Phone (DSN) 312-487-4946
 Fax 210-652-1144

[Website](#)

Citizenship and Immigration Services

Information and Referral Program
555 F Street W.
 Randolph AFB, TX 78150-4536
 Phone 210-652-5321, ext 240
 Phone (DSN) 312-487-5321, ext 240

[Website](#)

Emergency Relief Services

Airman and Family Readiness Center (Air Force Aid Society)
555 F Street W.
 Randolph AFB, TX 78150
 Phone 210-652-5321
 Phone (DSN) 312-487-5321
 Fax 210-652-3166

Exchange(s)

Base Exchange (BX)
630 3 rd Street W
 Building 1073
 Randolph AFB, TX 78150
 Phone 210-652-4207

[Website](#)

Adult Education Centers

Education Center
301 B Street West
 Randolph AFB, TX 78150-4520
 Phone 210-652-5964
 Phone (DSN) 312-487-8095/2775
 Fax 210-652-8095/2775

[Website](#)

Barracks/Single Service Member Housing

Barracks/Single Servicemembers Housing
610 Harmon Drive
 Building 144
 Randolph AFB, TX 78150
 Phone 210-652-4102 / 210-652-3334

Chapels

Chapel Center
2 Washington Circle
 Building 103
 Randolph AFB, TX 78150
 Phone 210-652-6121
 Phone (DSN) 312-487-6121
 Fax 210-652-4422
 Fax (DSN) 312-487-4422

[Website](#)

Child and Youth Registration and Referral

Child Development Center
415 B Street East
 Randolph AFB, TX 78150-4423
 Phone 210-652-4946 / 210-652-1140
 Phone (DSN) 312-487-4946
 Fax 210-652-1144

[Website](#)

Commissary/Shoppette

Convenience Store: Shoppette (Bldg 1038)
421 3rd Street W
 Randolph AFB, TX 78150
 Phone 210-566-6872

[Website](#)

Exceptional Family Member Program/Special Needs

Exceptional Family Member Program (EFMP)
1985 1st Street West
 Randolph A.F.B., TX 78150
 Phone 210-652-2448

Exchange(s)

BXtra
421 3rd Street West
 Building 1038
 Randolph AFB, TX 78150
 Phone 210-566-6872

[Website](#)

Family Advocacy Program

Family Advocacy Program
 1985 1st Street West
 Suite 1, Building 860
 Randolph AFB, TX 78150
 Phone 210-652-6308 / 210-652-2448

Family Child Care/Child Development Homes

Family Child Care Providers Office
 415 B Street East
 Building 662
 Randolph AFB, TX 78150
 Phone 210-652-3668 / 210-652-4169
 Phone (DSN) 312-487-4169
 Fax 210-652-3637

Financial Institutions

Randolph-Brooks Federal Credit Union (Bldg 390)
 200 Harmon Drive
 Randolph AFB, TX 78150
 Phone 210-945-3333
 Phone (DSN) 312-487-3333

[Website](#)

Gymnasiums/Fitness Centers

Rambler Fitness Center
 751 1st Street East
 Building 949
 Randolph AFB, TX 78150
 Phone 210-652-5316 / 210-652-2955

Household Goods/Transportation Office (inbound)

Traffic Management Office
 29 Main Circle
 Building 399, Suite 1
 Randolph AFB, TX 78150
 Phone 210-652-1848 / 210-652-1849
 Fax 210-652-5403

Housing Office/Government Housing

Base Housing Office
 610 Harmon Drive
 Randolph AFB, TX 78150
 Phone 210-652-1840

ID/CAC Card Processing

Outprocessing/Inprocessing
 550 D Street East
 Randolph AFB, TX 78150
 Phone 210-652-3978 / 210-652-2320
 Phone (DSN) 312-487-3978
 Fax 210-652-8494
 Fax (DSN) 312-487-8494

Family Center

Airman and Family Readiness Center
 555 F Street West
 Randolph AFB, TX 78150
 Phone 210-652-5321/3060
 Phone (DSN) 312-487-5321/3060

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

Finance Office

Finance Office--Travel Pay
 550 D Street E
 Randolph AFB, TX 78150
 Phone 210-652-1858
 Phone (DSN) 312-487-1858
 Fax 210-652-3878

Financial Institutions

Eisenhower National Bank
 Randolph AFB
 629 3rd Street West
 P.O. Box 555
 Randolph AFB, TX 78148
 Phone 210-658-7427

[Email](#)

Hospital/Medical Treatment Facility(s)

Randolph Clinic
 221 3rd Street West
 Randolph AFB, TX 78150
 Phone 210-916-9900 Appointment Line / 210-652-2273 Appointment Line / 210-652-2050 Medication Refill Line

[Website](#)

Household Goods/Transportation Office (outbound)

Traffic Management Office
 29 Main Circle
 Building 399, Suite 1
 Randolph AFB, TX 78150
 Phone 210-652-1848 / 210-652-1849
 Fax 210-652-5403

Housing Referral Office/Housing Privatization

Pinnacle-Hunt
 1004 CC Street Apt C
 Universal, TX 78148
 Phone 210-659-9061

Information and Referral Services

Information and Referral Program
 555 F Street W.
 Randolph AFB, TX 78150-4536
 Phone 210-652-5321, ext 240
 Phone (DSN) 312-487-5321, ext 240

[Website](#)

Legal Services/JAG

Legal Office
1 Washington Circle
Suite 6
Randolph AFB, TX 78150
Phone 210-652-6781
Phone (DSN) 312-487-6781

Loan Closet

Relocation Assistance Center
555 F Street West
Randolph AFB, TX 78150
Phone 210-824-3060
Fax 210-652-3166
[Email](#)

Military Clothing Sales

Military Clothing Sales
New A Street West
Building 1071
Randolph AFB, TX 78150
Phone 210-652-5643 / 210-566-2663

Non-appropriated Funds (NAF) Human Resources

Services Division
415 B Street E
Building 112
Randolph AFB, TX 78150
Phone 210- 652-5971
Phone (DSN) 312-487-5971

Personnel Support Office

Personnel Support Office (MPF)
550 D Street East
Building 399
Randolph AFB, TX 78150
Phone 210-652-1845

Restaurants/Fast Food

BXtra
421 3rd Street West
Building 1038
Randolph AFB, TX 78150
Phone 210-566-6872
[Website](#)

School Age Care

Youth Activities Center
12 MSG/SVYY
Randolph Youth Programs
415 B Street E
Randolph AFB, TX 78150
Phone 210-652-3298 / 210- 652-3298
Phone (DSN) 312-487-3298
[Website](#)

Library

Library
5 th Street East
Building 598
Randolph AFB, TX 78150
Phone 210-652-2617

MWR (Morale Welfare and Recreation)

Services Division
415 B Street E
Building 112
Randolph AFB, TX 78150
Phone 210- 652-5971
Phone (DSN) 312-487-5971

New Parent Support Program

New Parents Support Program
1985 1st Street West
Suite 1
Building 860
Randolph AFB, TX 78150
Phone 210-652-3340

Personal Financial Management Services

Personal Financial Management Services
555 F Street W.
Randolph AFB, TX 78150
Phone 210-652-5321
Phone (DSN) 312-487-5321
[Website](#)

Relocation Assistance Program

Airman and Family Readiness Center
555 F Street West
Randolph AFB, TX 78150
Phone 210-652-5321/3060
Phone (DSN) 312-487-5321/3060
[Email](#)
[Website](#)

Retirement Services

Transition Assistance Program
555 F Street West
Suite 1
Building 693
12 MSS/DPF
Randolph AFB, TX 78150
Phone 210- 652-5321
Phone (DSN) 312-487-5321
Fax 210-652-3166
[Email](#)
[Website](#)

School Liaison Office/Community Schools

Education and Training Office
301 B St. W.
Randolph AFB, TX 78150-4521
Phone 210-652-5964
Phone (DSN) 312-487-5964

School Liaison Office/Community Schools

Information and Referral Program
555 F Street W.
Randolph AFB, TX 78150-4536
Phone 210-652-5321, ext 240
Phone (DSN) 312-487-5321, ext 240

[Website](#)

Temporary Lodging/Billeting

Lodging (Billeting) Office
415 B Street East
Randolph AFB, TX 78150
Phone 210-652-1844
Phone (DSN) 312-487-1844

Welcome/Visitors Center

Welcome/Visitors Center
1 Harmon Drive
Building 1021
Randolph AFB, TX 78150
Phone 210-652-3939 / 210-6527413

Spouse Education, Training and Careers

Airman and Family Readiness Center
555 F Street West
Randolph AFB, TX 78150
Phone 210-652-5321/3060
Phone (DSN) 312-487-5321/3060

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

Transition Assistance Program

Transition Assistance Program
555 F Street West
Suite 1
Building 693
12 MSS/DPF
Randolph AFB, TX 78150
Phone 210- 652-5321
Phone (DSN) 312-487-5321
Fax 210-652-3166

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

Youth Programs/Centers

Youth Activities Center
12 MSG/SVYY
Randolph Youth Programs
415 B Street E
Randolph AFB, TX 78150
Phone 210-652-3298 / 210- 652-3298
Phone (DSN) 312-487-3298

[Website](#)

Major Units

12FTW

Contact Information:
Unit Personnel Office (Bldg. 1040)
COM: 210-652-4061
DSN: 312-487-4061

12FTW

Contact Information:
Commander (Bldg 241)
COM: 210-652-1204
DSN: 312-487-1204

12FTW

Contact Information:
Commander (Bldg. 100)
COM: 210-652-1205
DSN: 312-487-1205

Randolph Air Force Base

Contact Information:
Administration Office (Bldg 738)
COM: 210-652-4958
DSN: 312-487-4958

12th Comptroller Squadron

Contact Information:
Commander (Bldg 399)
COM: 210-652-4219
DSN: 312-487-4219

12th Communications Squadron

Contact Information:
Unit Personnel Office (Bldg 990)
COM: 210-652-2416
DSN: 312-487-2416

12th Services Division

Contact Information:
Commander (Bldg 112)
COM: 210-652-5971
DSN: 312-487-5971

12th Civil Engineer Squadron

Contact Information:
Commander (Hangar 62)
COM: 210-652-4450
DSN: 312-487-4450

12th Mission Support Squadron

Contact Information:
Commander (Bldg 399)
COM: 210-652-4423
DSN: 312-487-4423

AETC Training Technology

Contact Information:
Unit Personnel Office (Hangar 6)
COM: 210-652-6431
DSN: 312-487-6431

12FTW

Contact Information:
Commander (Bldg 1040)
COM: 210-652-5701
DSN: 312-487-5701

12FTW

Contact Information:
Commander (Hangar 241)
COM: 210-652-3742
DSN: 312-487-3742

12th Logistics Group

Contact Information:
Commander (Bldg 241)
COM: 210-652-1204
DSN: 312-487-1204

12th Flying Training Wing

Contact Information:
Commander (Bldg 100)
COM: 210-652-1201
DSN: 312-487-1201

12th Communications Squadron

Contact Information:
Commander (Bldg 990)
COM: 210-652-2626
DSN: 312-487-2626

12th Security Forces Squadron

Contact Information:
Unit Personnel Office (Bldg 235)
COM: 210-652-2140/5500
DSN: 312-487-5500

12th Services Division

Contact Information:
Unit Administration (Bldg 112)
COM: 210-652-5971
DSN: 312-487-5971

12th Civil Engineer Squadron

Contact Information:
Unit Personnel Office (Hangar 62)
COM: 210-652-4308
DSN: 312-487-4308

12th Mission Support Squadron

Contact Information:
Unit Personnel Office (Bldg 399)
COM: 210-652-2525
DSN: 312-487-4423

AETC Computer Systems Squadron

Contact Information:
Commander (Bldg 675)
COM: 210-652-3360
DSN: 312-487-3360

AETC Computer Systems Squadron

Contact Information:

Unit Personnel Office (Bldg 675)

COM: 210-652-6745

DSN: 312-487-3360

AETC Studies and Analysis Squadron

Contact Information:

Unit Personnel Office (Bldg 990)

COM: 210-652-5144

DSN: 312-487-5229

AF Center of Quality Management & Innovation

Contact Information:

Unit Personnel Office (Bldg 592)

COM: 210-652-6269

DSN: 312-487-6269

USAF Occupational Measurement Squadron

Contact Information:

Commander (Hangar 13)

COM: 210-652-5433

DSN: 312-487-5433

Randolph Air Force Base

Contact Information:

Commander (Bldg 148)

COM: 210-652-6152

DSN: 312-487-6152

Randolph Air Force Base

Contact Information:

Director (Bldg 738)

COM: 210-652-4960

DSN: 312-487-4960

12th Supply Squadron

Contact Information:

Commander (Bldg 224)

COM: 210-652-5307

DSN: 312-487-5307

12th Contracting Squadron

Contact Information:

Commander (Bldg 224)

COM: 210-652-5165

DSN: 312-487-5165

12th Aerospace Medical Dental Squadron

Contact Information:

Commander (Bldg 1040)

COM: 210-652-6003

DSN: 312-487-6003

AETC Studies and Analysis Flight

Contact Information:

Commander (Bldg 990)

COM: 210-652-5229

DSN: 312-487-5229

AF ManPower & Innovation Agency

Contact Information:

Commander (Bldg 592)

COM: 210-652-5150

DSN: 312-487-5150

Joint Personal Property Shipping Office

Contact Information:

Commander

COM: 210-321-4200

DSN: None

USAF Occupational Measurement Squadron

Contact Information:

Unit Personnel Office (Hangar 13)

COM: 210-652-5434

DSN: 312-487-5434

Randolph Air Force Base

Contact Information:

Unit Personnel Office (Bldg 148)

COM: 210-652-5737

DSN: 312-487-6152

12th Transportation Squadron

Contact Information:

Unit Personnel Office (Bldg 171)

COM: 210-652-3458

DSN: 312-487-3458

DSN FAX: 312-487-6645

12th Supply Squadron

Contact Information:

Unit Personnel Office (Bldg 224)

COM: 210-652-3373

DSN: 312-487-3373

12th Contracting Squadron

Contact Information:

Unit Personnel Office (Bldg 224)

COM: 210-652-5460

DSN: 312-487-5460

12th Medical Support Squadron

Contact Information:

Commander (Bldg 1040)

COM: 210-652-1206

DSN: 312-487-1206

FAX: 210-652-3135

332nd Airlift Flight

Contact Information:

Unit Personnel Office (Bldg 992)

COM: 210-652-2218

DSN: 312-487-2218

DSN FAX: 312-487-4243

12th Logistics Support Squadron

Contact Information:

Commander (Bldg 241)

COM: 210-652-1204

DSN: 312-487-1204

12th Aircraft Maintenance Organization

Contact Information:

Director of Maintenance (Hangar 3)

COM: 210-652-6009

DSN: 312-487-6009

562d Flying Training Squadron

Contact Information:

Unit Personnel Office (Bldg 745)

COM: 210-652-4943

DSN: 312-487-4943

12th Operations Support Squadron

Contact Information:

Commander (Bldg 740)

COM: 210-652-2923

DSN: 312-487-2923

563rd Flying Training Squadron

Contact Information:

Commander (Bldg 743)

COM: 210-652-9563

DSN: 312-487-9563

Air Education and Training Command

Contact Information:

Unit Personnel Office (Bldg 900)

COM: 210-652-4848

DSN: 312-487-4848

19th Air Force

Contact Information:

Commander Support Staff (Bldg 905)

COM: 210-652-5735

DSN: 312-487-5735

Air Force Personnel Center

Contact Information:

Unit Personnel Office (Bldg 499A)

COM: 210-652-2237

DSN: 312-487-2237

12th Operations Support Squadron

Contact Information:

Unit Personnel Office (Bldg 740)

COM: 210-652-3189

DSN: 312-487-3189

12th Logistics Support Squadron

Contact Information:

Unit Personnel Office (Bldg 241)

COM: 210-652-3742

DSN: 312-487-3742

12th Transportation Squadron

Contact Information:

Commander (Bldg 171)

COM: 210-652-4314

DSN: 312-487-4314

DSN FAX: 312-487-6645

332nd Airlift Flight

Contact Information:

Commander (Bldg 992)

COM: 210-652-2218

DSN: 312-487-2218

DSN FAX: 312-487-4243

560th Flying Training Squadron

Contact Information:

Unit Personnel Office (Hanger 12)

COM: 210-652-5112

DSN: 312-487-5112

Air Education and Training Command

Contact Information:

Commander (Bldg 900)

COM: 210-652-5735

DSN: 312-487-5735

19th Air Force

Contact Information:

Commander (Bldg 661)

COM: 210-652-1919

DSN: 312-487-1919

Air Force Personnel Center

Contact Information:

Commander (Bldg 499A)

COM: 210-652-4252

DSN: 312-665-4252

AF Manpower & Innovation Agency

Contact Information:

Commander (Bldg 592)

COM: 210-652-2495

DSN: 312-487-2495

AF Manpower & Innovation Agency

Contact Information:

Unit Personnel Office (Bldg 592)

COM: 210-652-5151

DSN: 312-487-5151

99th Flying Training Squadron

Contact Information:

Commander (Hangar 12)

COM: 210-652-6799

DSN: 312-487-6799

559th Flying Training Squadron

Contact Information:

Commander (Hangar 64)

COM: 210-652-5660

DSN: 312-487-5660

560th Flying Training Squadron

Contact Information:

Commander (Hangar 12)

COM: 210-652-3412

DSN: 312-487-3412

Advanced Instrument School

Contact Information:

Unit Personnel Office (Bldg 678)

COM: 210-652-4401

DSN: 312-487-4401

12th Operations Group

Contact Information:

Commander (Hanger 63)

COM: 210-652-1203

DSN: 312-487-1203

99th Flying Training Squadron

Contact Information:

Unit Personnel Office (Hangar 12)

COM: 210-652-6710

DSN: 312-487-6710

559th Flying Training Squadron

Contact Information:

Unit Personnel Office (Hangar 64)

COM: 210-652-4476

DSN: 312-487-4476

562d Flying Training Squadron

Contact Information:

Commander (Bldg 745)

COM: 210-652-7562

DSN: 312-487-7562

DSN FAX: 312-487-6890