

# POPE ARMY AIRFIELD (PAAF) SPONSOR PACKET TABLE OF CONTENTS

<b>Welcome Letter from the 43 AMOG Commander</b>	» Page 2
<b>Directions for Arriving to Pope AAF</b>	» Page 3
<b>Guide to Getting Connected to Pope</b>	» Page 4
<b>Sponsor's Checklist</b>	» Page 5
<b>Links to Pope Resources and the Local Community</b>	» Pages 6 - 7
<b>Pope AAF Military Installations Guide</b>	» Pages 9 - 46
<b>Contact List of Major Units</b>	» Pages 46 – 50

Contact your sponsor for assistance  
Airman and Family Readiness Center (910) 394-2538 or DSN 424-2538





**DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS 43D AIR MOBILITY OPERATIONS GROUP (AMC)  
POPE ARMY AIRFIELD FORT BRAGG NORTH CAROLINA**



15 August 2017

MEMORANDUM FOR INCOMING 43 AMOG PERSONNEL

FROM: 43 AMOG/CC  
Colonel Kelly R. Holbert  
259 Maynard Street, Ste 101C  
Pope AAF NC 28308-2393

SUBJECT: WELCOME LETTER

1. Congratulations on your assignment to the 43d Air Mobility Operations Group! Bobbi and I welcome you to the Gryphon family and beautiful Fayetteville, North Carolina. We are convinced this will be the best assignment of your career! The 43 AMOG is a storied unit with a long legacy of partnership with our Army hosts and other joint teammates and we stand "Willing, Able, Ready...Now!" to provide **24/7 Operational Mission Execution, Persistent Joint Airborne/Air Transportability Training, Pope Airmen Support, and Global Response Force Readiness**. As Air Mobility Command's representative to Joint Special Operations Forces, the XVIII Airborne Corps, and the 82d Airborne Division our daily mission is "No Fail."

You are coming to the largest military base in the world: a place of great opportunity for both your career and your personal life. Fort Bragg is home to approximately 60,000 Soldiers, Sailors, Airmen and Marines, and is also surrounded by a proud, military-friendly community. Consequently, you will have access to numerous services, events, and opportunities for you and your family, often above and beyond what an Air Force base might provide. We enjoy a great relationship with Ft. Bragg, benefitting everyone on our Joint team. Airmen are well-represented at Ft. Bragg with units from four MAJCOMs, allowing you to grow in your Air Force career while also being exposed to the missions and cultures of our joint partners.

2. The mission is demanding, but fortunately, time off in North Carolina offers some great opportunities. The nearby communities love the military and welcome all Airmen and their families. Make certain you get out and enjoy what North Carolina has to offer: the Appalachian Mountains, the Blue Ridge Parkway, or the best beaches on the East Coast. For sports enthusiasts, see a NASCAR race, follow NCAA March Madness, or watch the NFL or NBA in Charlotte. You'll quickly see why North Carolina declares itself the most military friendly state!
3. We are glad you are joining the team and look forward to meeting you. If you are married, please bring your spouse to the newcomers briefing so we can meet them in person, answer any questions, and ensure they have an opportunity to link up with our Key Spouses. You can also like us on Facebook at "43d Air Mobility Operations Group" where you can see what is going on around the group. We'll be glad to answer any questions you might have – so don't hesitate to ask!

KELLY R. HOLBERT, Colonel, USAF  
Commander

***WILLING, ABLE, READY ... NOW!***

# ARRIVING to Pope AAF



**Flying:** Fayetteville Regional Airport (FAY) is located about 14.1 miles north of the Installation. Ground transportation from FAY is available and will cost the member around \$30.00 one way.



**Driving:** If traveling by privately owned vehicle (POV) I-95 South you will take exit 56 toward Fayetteville, Fort Bragg, Pope AAF, US 301 South. You will make a right at the first light on to Grove Street / NC-24/ NC-210 at the end you will turn right onto Bragg BLVD /NC-24/ NC-210. Continue to follow Bragg BLVD to SANTA FE Drive. Turn left on SANTA FE Drive, at the next light you will merge onto the ALL AMERICAN FWY. This will bring you into Fort Bragg.

If you are traveling by POV, from I-95 North you will merge onto I-95 Business Route N /US-301 N toward Fayetteville/ Fort Bragg/ Pope AAF. Continue on US-301 for approximately 7.3 mile Turn left on to Owen Drive. Owen Drive will turn into All American Freeway, which takes you to Fort Bragg. To enter, you will need to show your military ID. If you do not have your military ID, you will need the following: driver's license; vehicle registration; proof of insurance. Your vehicle will be searched. Once you pass through the Access Control Point you will take the second exit which is Reilly Street. Get in the far left lane and turn left at the light onto Normandy Drive. You will see the Soldier Support Center on your left about of 1/8<sup>th</sup> of a mile down.

## *To the Billeting Office (Moon Hall)*

- Enter the All-American Access Control Point  
At the first light, Zabitosky Road turn left  
Follow Zabitosky Road to Bastogne Drive turn left  
At the first light Darby Loop, turn Right  
Moon Hall (Billeting Office) will be on your left

## \* Ft Bragg /Pope AAF Gates

**All American gate** is the main gate. Just before the gate, the visitor control center is on the left. Gate is open 24/7. The visitor center closes at 2100.

**Knox gate** accepts all traffic including commercial trucks and RVs. This gate is open daily from 0500-2100.

**Reilly Gate:** gates is open Mon-Fri 0500-2100, weekends 0900-2100

**Yadkin Gate:** is open 24/7 for ID card holders

**Manchester gate** is open daily from 0500-2100

### 100% ID CHECK

Ensure all family members have appropriate ID. Contact the Visitors Center for assistance at [910-907-5165/5166](tel:910-907-5165)

## PUBLIC TRANSPORTATION OPTIONS FROM FAYETTEVILLE AIRPORT

From Fayetteville Airport: Soldiers can request a taxi or use the complementary Airport Liaison shuttle to HHC, Fort Bragg Reception. Most of the airport taxi's DO NOT accept credit cards so you will need to be prepared to pay with cash. The average cost for a one-way trip \$30.00. Remember to retain your receipts for finance. There is also a courtesy phone at the Fayetteville Airport to call the Reception desk at 910-396-4244 for transportation if needed. You can also visit the airport website at <http://flyfay.ci.fayetteville.nc.us/> for additional information. The number for the Yellow Cab is 910-488-5555.

# Connect to POPE AAF

Bookmark these sites and come back to these websites often to stay up to date on Pope Life and the local community



[www.visitnc.com](http://www.visitnc.com)



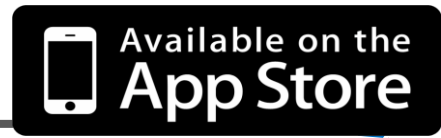
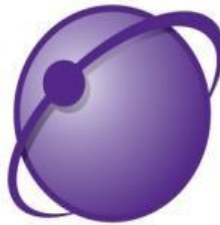
Military OneSource:  
[www.militaryonesource.com](http://www.militaryonesource.com)



[www.wingmantoolkit.org](http://www.wingmantoolkit.org)



<http://bragg.corviasmilitaryliving.com>



Military Police(Non Emergency) : 910-396-0392  
OSI : 919-722-1218  
Legal: 910-394-2341  
Chapel: 910-394-9000

Local Tricare Appt Line : 910 -570-3181  
Pharmacy: 910-907-2778  
Education Office: 910-394-4692  
Military Personnel Section: 910-394-1934

**Directory assistance from off  
Installation 910-394-  
9000**

**911**

**Direct Dial from on  
Installation 910-394-  
XXXX**

**DSN 424-9000**

**For all emergencies**

**DSN 422-XXXX**

Airman & Family Readiness Center: 910-394-2538  
North/south Post Exchange: 910-436-4888  
North/South Post Commissary: 910-396-7213/2487  
Finance: 910-394-3322  
TMO: 910-396-0331/0332

EFMP Special Needs Coordinator: 910-394-1446  
Ft Bragg Billeting: 910-396-7700  
Corvias Housing: 1-877-703-6540  
MPF: 910-394-1934/2936  
FTAC: 910-394-1210

Links outside the USAF are for the convenience of the user. Such use does not constitute an official endorsement or approval by the USAF.

## CHECKLIST FOR YOUR SPONSOR

Newcomers: this checklist is directly from AFI 36-2103; the AFI that governs the newcomer program. It outlines the responsibilities of your sponsor. You play an important role as well--the info you provide your sponsor will help ensure a smooth transition for you and your family. As your sponsor goes through this checklist you are both encouraged to make specific arrangements and add or delete steps as needed.

### AFI 36-2103 Attachment 4: Checklist for Sponsor

- The first impression a newcomer gets of a Installation comes from his or her sponsor. The success of a good INTRO program is tied to first impressions. Since the needs of each newcomer vary, a sponsor must find out what those needs are and respond to them.
- Call the newcomer and tell them you're there to provide information and assistance to make the move smooth as possible. Listen: Many times a newcomer can reduce stress by merely talking to someone "already there." Be open and honest and stay positive. Remember, it's not good enough to just say "let me know what you need," anticipate their needs.
  - Ask these questions:
    - Will your family members accompany you? Names, ages, interests?
    - Do you need information about other services? Banking, child care, education, etc.?
    - Do you want me to meet you when you arrive? Date, time, location.
    - Do you want a post office box?
    - Is there anything else you need?
- Pick up a sponsor kit from your Unit INTRO Program Manager. Personalize it by taking out unnecessary information and adding information requested. Mail it within seven calendar days.
- Include a personalized letter from your commander and your own personal letter. Include your home and duty phone numbers and address. Remind newcomers to let you know of any changes to their plans. Reconfirm the departure date, arrival date, and reporting-in date and ensure member is aware of the 24 hour arrival point. Upon arrival, personally meet the newcomer. Make the member feel welcomed.
- Visit the Installation housing office and get information about on- and off-Installation housing. If the newcomer is interested in residing on-Installation, remind them to apply in advance.
- Make temporary lodging arrangements for the newcomer and family and communicate details by personal email or phone.
- Personally meet your newcomer upon arrival or arrange for them to be met if you are unable to do so personally due to duty commitments. Make sure that you directly email and/or phone them to tell them who will be meeting them upon arrival or where to go for transportation at an airport etc. Make sure you bring transportation that will accommodate the entire family as well as pets.
- Personally take the newcomer to Ft Bragg Billeting.
- Introduce the newcomer to his/her commander, supervisor, key personnel and fellow co-workers.
- Show the newcomer around the installation facilities such as commissary, fitness centers and Chapel.
- Provide the newcomer a tour of the community to include Spring Lake, Fayetteville and Hope Mills
- Accompany the newcomer through in-processing and check-in procedures.

## LINKS TO POPE AAF RESOURCES AND THE LOCAL COMMUNITY

**Air Mobility Command Launchpad** » Start getting to know Pope AAF.

<https://eim.amc.af.mil/org/43aw/launchpad/default.aspx>

**Military Installations Guide for Pope AAF** » Official DoD source for installation resources

[http://www.militaryinstallations.dod.mil/MOS/f?p=MI:CONTENT:0:::P4\\_INST\\_ID,P4\\_CONTENT\\_DIRECTORY,P4\\_TAB:3820,ALL\\_IC](http://www.militaryinstallations.dod.mil/MOS/f?p=MI:CONTENT:0:::P4_INST_ID,P4_CONTENT_DIRECTORY,P4_TAB:3820,ALL_IC)

**Plan My Move** » Planning tools and checklists to help you “Take charge of your PCS move”

<https://apps.militaryonesource.mil/MOS/f?p=PMM:ENTRY:0>

**MilitaryOneSource** » Info about benefits, deployments, reintegration, moves, parenthood, retirement and more

<http://www.militaryonesource.mil/>

**Armed Forces Crossroads** » Information and support for the military community

<http://www.afcrossroads.com/index.cfm>

**Privatized Housing on Installation** » Information, links, floor plans, photos about our beautiful Installation community

<http://bragg.corviasmilitaryliving.com/>

**Housing & Urban Development site for rentals** » Learn more about renting and HUD rental assistance programs

[www.hud.gov/renting](http://www.hud.gov/renting)

**Move.com** » Search apartments and homes for rent in the United States

<http://www.move.com/>

**North Carolina DMV** » Drivers licenses, address changes and more

<http://www.dmv.org/nc-north-carolina/>

**Relocating with Pets** » Recourses for families with pets

<http://www.pettravel.com/> <http://petfriendlytravel.com/> <http://takeyourpet.com/>

**School Liaison Officer Information** » Your advocate for the educational needs of your children

<http://www.seymourjohnson.af.mil/library/factsheets/factsheet.asp?id=4321>

**Wayne County Public Schools** » Information about the local public schools

<http://www.waynecountyschools.org/>

**NC Kindergarten Requirements** » Information from the NC State Board of Education

<http://stateboard.ncpublicschools.gov/legal-affairs/resources-1/school-entry-age>

**NC Prekindergarten Program** » Pre-k classroom information for eligible four-year-old children

[http://ncchildcare.dhhs.state.nc.us/general/mb\\_ncprek.asp](http://ncchildcare.dhhs.state.nc.us/general/mb_ncprek.asp)

**NC Private Schools** » Information about private schools in the area

<http://www.privateschoolreview.com/north-carolina>

**NC Division of Non-Public Schools** » Information on home-schooling and private schools in North Carolina

<http://www.ncdnpe.org/>

**Military Youth on the Move** » Check out the videos, articles and more geared to military kids and teens  
<http://www.militaryonesource.mil/family-and-relationships/military-youth-on-the-move>

**Wingman Toolkit** » Resilience tools to maintain a balanced lifestyle  
<http://www.wingmantoolkit.org/>

**Key Spouse** » Information about the Key Spouse Program  
<http://www.wingmantoolkit.org/key-spouse/>

**Air Force 101 Back-To-Basics Spouse Support Guide** » A support page for spouses packed with info  
<https://www.usafservices.com/Home/SpouseSupport.aspx>

**NCWorks** » One-stop online resource for job seekers and employers in North Carolina.  
<https://www.ncworks.gov/vosnet/Default.aspx>

**Operation We Are Here** » Resources and encouragement for military families  
[www.operationwearehere.com/index.html](http://www.operationwearehere.com/index.html)

**Visit North Carolina** » Find things to do all over the state, request a free North Carolina visitor guide  
<http://www.visitnc.com/>

**Fayetteville** » Great website with lots of information about Goldsboro.  
<http://www.fayettevillenc.gov/>

**Outer Banks** » The beautiful coast of North Carolina, request a free outer banks visitor guide  
[www.outerbanks.org](http://www.outerbanks.org)

**Fort Fisher Air Force Recreation Area** » Reserve your new cottage right next to the beach!  
<http://ftfishermilrec.com/>

**Raleigh** » Official tourism site of Raleigh, North Carolina  
[www.visitraleigh.com](http://www.visitraleigh.com)

## Military Installations Booklet for Pope AAF

### Location

Pope Army Airfield is located in the Fayetteville, North Carolina area. The Installation is nestled at the northern tip of Fort Bragg, approximately 12 miles northwest of Fayetteville. To the west are the Appalachian Mountains and to the east are the "Outer Banks" and the North Carolina National Seashore.

The USO now has an office at the Fayetteville Regional Airport to welcome any new military members and their families to Pope Army Airfield and Fort Bragg. They have a variety of services and information to assist newcomers to the area. Hours of operations are 7:00 a.m. - 7:00 p.m. each day. They also have an office on the first floor of the Soldier Support Center on Normandy Drive, Fort Bragg. For more information call 910-482-8200 or visit USO of North Carolina. The address for USO office at the airport is 400 Airport Road, Fayetteville NC.

### History

Pope Army Airfield has played a leading role in the development of U.S. Airpower, with missions ranging from providing airlift and close air support to American armed forces, to supporting humanitarian missions worldwide. On March 27, 1919, the area was officially established by the War Department as Pope Field, making it one of the oldest installations in the Air Force. The Installation is named after 1st Lt. Harley Halbert Pope, who was killed on Jan. 7, 1919, when the JN-4 Jenny he was flying with Sgt. Walter W. Fleming, crashed into the Cape Fear River near Fayetteville. The transfer of Pope Field to the Army's control is certainly a major event and was the result of the 2005 Installation Closure and Realignment Commission. Pope AAF will continue to put the "air" in airborne for Fort Bragg missions by providing airlift and close air support to American armed forces and to humanitarian missions flown all over the world. For more history visit Pope's homepage.

### Population Served

Pope Army Airfield is home for approximately 2,500 active duty members and their families. Pope also has approximately 300 plus civilians, non-appropriated fund and contract personnel supporting the mission of the 43 Air Mobility Operations Group. Cost of Living: Compared to the rest of the country, Fayetteville Metro Area's cost of living is 15.93% lower than the U.S. average.

**Installation Operator:** 910-396-0011 (Information Directory)

### Population:

2,500 active duty/full-time reservist/civilians (approximately)  
4,235 family members  
345 civilians

**Area Population:** Fayetteville metro: 348,940

### Education

**Public School:** There is one very important thing to know for newcomers with school age children: When arriving at Pope it is critical to find a home as fast as possible. A catch - 22 exists for people staying on-Installation in lodging. Because they are on-Installation, on government property, they cannot be enrolled in local (Cumberland County, Harnett County, etc.) schools. If you will not receive on-Installation housing within 90 days, they cannot be enrolled in the DODEA run schools on the installation. Basically, they are without a school. If you are in temporary lodging off-Installation (local hotel or temporary lodging facility) you may enroll your child(ren) in the school whose catchments area serves the hotel. Once you find a house (renting or buying) all you need to do is present the school that serves your new area with a rental agreement or purchase agreement form and your child can be enrolled (whether they are in their new location or still in billeting waiting to move). Call the Airman and Family Readiness Center at Pope Army Airfield if you have questions regarding this policy. For more information please call 910-907-0200 or visit the DODEA North Carolina Fort Bragg District website.

**Irwin Elementary School** - Located on Fort Bragg, it serves children in grades third - fifth. Students will be bused from Pope Army Airfield housing areas.

**Albritton Middle School** - Located on Fort Bragg, it serves children from grades sixth - eighth.

Students are assigned to schools Installation on the geographical location of their legal guardian's residence.

Grading system: 100-93=A 92-85=B 84-77=C 76-70=D Below 70= Failure.

Students transferring from another school system should take their immunization record, report card and withdrawal slip from their previous school to enroll at their new school. The school or the Cumberland County Health Department will provide a kindergarten health assessment form.



High school students living in government quarters attend E.E.Smith High School.

Cumberland County School Board Policy is that students must attend school 90% of the time. That means 18 absences per year. If a child exceeds that number of absences, the individual school can make a determination whether that student will be promoted. According to the School Board office, the individual school principals like to keep in line with Board policy if they can. This means that if your child has a number of absences already, or has started his/her school year later than North Carolina, or is in billeting without attending school for a protracted length of time, you will have to request the school principal waive the Board attendance policy in order to have the child promoted.

**Evaluating Schools:** In order to narrow down your housing search to areas with good schools, you may want to use test scores to determine what school you would like your child(ren) to attend. If you wish to evaluate public schools, current standardized test scores from all North Carolina public school can be found on the North Carolina Internet homepage. Pope personnel generally live in Cumberland, Harnett, Moore, Lee, or Hoke counties. If you do not have access to the Internet at home, PCSing is an official function, therefore you may use your internet access at work to research your move, or visit your Airman and Family Readiness Center to go online. It is very important that members select a school that will meet their child's educational needs and not just look at the test scores.

Once you have determined the school districts you are interested in, contact the county school board to determine the housing areas within those schools' catchments areas. Many realtors are knowledgeable about school districts. However, some are better than others and redistricting may have changed catchments areas, so it is good to double check with the school board. High test scores sometimes indicate abilities of the student population and not necessarily the quality of the instruction. On the test results webpage, scores are indicated along with whether each school has met or exceeded expectations. Review the scores, but also notice whether the school itself has performed well.

#### DoD Schools

If you live on Installation, in government housing, or will receive government housing within 90 school days (approximately five months), you may enroll your children in the Department of Defense Education Activity (DODEA) run Fort Bragg Schools system. Irwin Middle School - Located on Fort Bragg, it serves children in grades five and six. Students will be bused from Pope Army Airfield.

Albritton Junior High School - Located on Fort Bragg, it serves children from grades seven to nine. Students will be bused from Pope Army Airfield.

E. E. Smith High School - Children in grades ten to twelve and living in Installation housing will be bused to Cumberland County Schools E. E. Smith High School.

Standardized test scores for the Pope Army Airfield Schools listed above are available through the DoDEA Data Center (see them listed under Fort Bragg).

#### Private School

There are a great number of private schools in the Fayetteville area. Most have church affiliation, some are secular. Tuition rates vary greatly. If you make inquiries to private schools, be sure to find out if bus transportation is available and the cost. Ask about accreditation.

#### Adult Education

For information about Adult Education please refer to Education - Training (College/Technical) topic.

### Local Schools

#### How do I choose a school?

Choosing the right school for children is a priority for many military families. Finding the right educational setting for each child requires a careful examination of the available options, whether you live on and off the installation. "Choosing a School for Your Child," a publication from the U.S. Department of Education, offers checklists and questions to assist parents in making the right choices.

#### How do I find out about schools near my new duty station?

Several quality online tools are available. Military OneSource is a free service offered by the Department of Defense to service members and their families to help with a broad range of concerns including education, parenting and child care, relocation and the concerns of families with special-needs members. An educational consultation with a specialty consultant is available, free of charge, and can help you address specific educational needs and goals.

#### How can I help plan for a successful transition?

Parents often want to know about the availability of extracurricular activities and sports, or the availability of advanced classes for their children. While there are other sources that can provide some information on these topics, it is usually best to get this information by contacting the schools directly.

**Overseas Schools:** Moving from one installation to another in the United States can be challenging enough; but moving with your family overseas can be even more complex. One of the most important challenges can be summed up in one question: "Where will my children go to school?"

**Where do I start?** Start with Military INSTALLATIONS to learn more about your new installation. In particular, read the installation's education article. All overseas installations dedicate a portion of the education article to discussing the education options available in the local community, as well as the Department of Defense schools on the installation, if available. Most overseas installations with accompanied family members have one or more Department of Defense school.

**What is the difference between a Department of Defense school and an international or national school?** The Department of Defense Education Activity, or DoDEA, operates schools in 11 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. Visit the DoDEA website for more detailed information.

The DoDEA's student preregistration system helps streamline the registration process and allows school officials to better predict school enrollment, make more informed decisions regarding teacher and staff requirements, and prepare for special services and supplies. Parents can preregister their children by visiting the DoDEA Online Student Pre-Registration site.

The U.S. Department of State's Office of Overseas Schools works to promote quality educational opportunities for families of American citizens overseas. If a Department of Defense school is not available, visit this site to learn more about the schools in your new area.

In general, international schools are English-language schools at overseas locations. 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 may be an important consideration if your family will be returning to the U.S. before a child graduates from high school.

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

You can find a directory of overseas schools on the U.S. Department of State's Schools Worldwide page. The listing includes schools that receive assistance from the U.S. Department of State, as well as other international, private, religious and public schools.

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

Although you may not have as many choices as you had in the United States, the process for choosing a school for your child is the same. You can begin by making a list of possible schools. Next, you'll want to find out more information about each school. Talk to the relocation personnel at the Military and Family Support Center and with your sponsor, who may be able to put you in touch with other families with children around the same ages as yours. You may also want to contact the school and ask for references. Once you have narrowed down your options, you may decide you want to schedule an interview with the school or schools. Here are some considerations you may want to discuss:

- Curriculum
- Grading system
- Tuition
- Accreditations
- Teachers and other staff
- Meals
- Extracurricular programs
- Transportation
- Schedule
- Before- and after-school programs

Now that I have chosen a school, how do I successfully transition my child? Start planning for a successful school transition as soon as you learn about your move. The more your child knows about what to expect, the more confident your child will feel on the first day of school. Allow your child to be a part of the decision-making process, if appropriate, and take your child's opinions into account.

## **College/Technical Training & Continuing Education**

The Education office provides private and individual assistance to family members seeking to further their education. Staff will help to explore educational requirements for careers, select appropriate educational institutions and provide resources necessary to explore financial aid options.

### **College**

The Education Office is the central point of contact for information regarding tuition assistance, education records, CCAF, both on and off Installation colleges, and serves as the liaison for colleges providing classes on Pope Army Airfield located in bldg. 430. The following five colleges and universities currently offer classes on Pope and Ft. Bragg:

Campbell University offers programs to earn a bachelor degrees in business administration, computer information systems, accounting, social science, government, history, and economics.

Embry Riddle Aeronautical University offers a master' degree in aeronautical science.

Fayetteville State University offers courses through its satellite office located on Ft Bragg. Active duty and family members assigned to Pope Army Airfield, with proper documentation are considered residents by FSU.

Fayetteville Technical Community College (FTCC) offers courses through its satellite office located on Ft Bragg.

Eligible service members receive 100% Military Tuition Assistance. Family members may apply for various loans and grants. For more information contact the Pope Education Office at 910-394-4692 or DSN: 424-4692.

## Child Care

Child Development Centers: The Child Development Center offers child care for children ages 6 weeks to 5 years. Programs include full day care, hourly care, Before and After School Care, pre-school program and special needs care. Call 910-396-4313 or 910-908-4564.

Family Child Care (FCC) homes are available on Fort Bragg. FCC offers in-home care for your children ages 4 weeks - 12 years and is nationally accredited and state certified providers. Call 910-396-3415 or visit their website. Pope AF members who have children and want to utilize the Child Development Centers or the Youth Center must register with the Fort Bragg Child and Youth Services Section (CYSS) is located in Bldg. 1-4157 on Knox Street. They share a building with the Wonderful World for Kids and can be reached at 910-396-8810 or 5128 A new Child Development Center, Alexander CDC, has opened its doors in the Linden Oaks Housing Area. Linden Oaks is located off of Highway 87 going towards Sanford, NC. It is part of the Corvias Military Housing but is not located on the Fort Bragg Installation. It also has 2 elementary schools in the subdivision. For more information contact Corvias Military living at 910-495-0878 or 1-888-525-HOME or visit their website

**Youth Programs:** Is located at Fort Bragg and The John J. Tolson II Youth Center is the largest youth center under one roof. The 64,000-square center features a variety of programs to include gymnasiums, computer lab, fitness center, game room and much, much more. You can contact the center at 910-396-5437 or 910-907-5437 for more information.

**Housing:** On Pope Army Airfield, there are 627 privatized two, three and four bedroom units available for both Officers and enlisted personnel. In addition, privatized Family housing is available on Fort Bragg in nine different neighborhoods. Please visit the Corvias Military Living and add their [website](#) or email [braggrelocation@corvias.com](mailto:braggrelocation@corvias.com). Corvias Military Living Office is located at 426 Souter Place, Fort Bragg NC 28307. For Single or unaccompanied Service Members (E6 and above) Fort Bragg has a Luxury Apartment Community called Randolph Pointe located at 2850 Compass Court. It is within walking distance of popular on-post landmarks: North Post PX, Commissary, Class Six Store, and the food court. One or two bedrooms are available and no deposit is required. For more information call (910) 764-5008 or visit the [Randolph Pointe](#) website.

NOTE: Did you know? Military retirees, Department of Defense civilians and Gold Star Families are eligible to live on post at Fort Bragg and Pope Army Airfield. Families interested in moving onto Fort Bragg/Pope Army Airfield are encouraged to request information from the Corvias Military Living Leasing Center at 910-495-0878 or [online](#). Several home types will be available to the newly added categories including two, three and four-bedroom floor plans. Additionally, the children of federal civilians that live on Installation will be able to attend the installation's renowned Department of Defense Schools. When you live on post at Fort Bragg or Pope Army Airfield you are close to work, school and numerous on post amenities and services. Corvias offers several floor plans to choose from, 24-hour emergency maintenance service, lawn care and on-post living are comfortable, convenient and a great value. For more information go to [Corvias Military Living](#) website or call 877-703-6540. Fort Bragg's Corvias office is located at 426 Souter Place, Fort Bragg NC 28307.

**Employment:** The area's largest employers are Fort Bragg, Cumberland County Schools and Goodyear Tire Co. The unemployment rate in Fayetteville Metro Area is 9.5%. The median household income is \$42,549.

## Installation Services:

**MWR Services:** In addition to the regular programs, activities, and services offered by the Morale, Welfare and Recreation (MWR) office at Fort Bragg, AF members can view a comprehensive list of services at [Fort Bragg MWR](#).

**Commissaries:** There are two commissaries located on Fort Bragg; North post located at 3751 Butner Road, 910-396-2316 and South post commissary is located at 1017 Canopy Lane, 910-853-7333.

**Post Exchanges:** There are 2 Post Exchanges on Fort Bragg; North Exchange is located at 5050 Butner Road, 910-436-4888 and the South Exchange is located at 1017 Canopy Lane, 910 436-2166.

**Financial Institutions on Pope:** Pentagon Federal Credit Union located next to the Shoppette on Armistead street.

**Medical Services:** Pope Clinic is now the Byars Medical Clinic and is located on the corners of Knox and McComb Streets, Fort Bragg. For more information please contact the Air Force representative at (910) 570-3100 or DSN 670-3100.

**Transportation:** The Sustainable Shuttle has added new routes, new stops and new transfer points to keep Fort Bragg and Pope Army Airfield on the move! For a user guide, maps and schedules go to [Installation Transportation Office](#) or [Facebook](#). For the most current information call 910-396-1992 or DSN: 236-1992.

## Special Messages:

### Ft Bragg Billeting

There is a great demand for lodging at Pope Field. You should make reservations for temporary lodging as soon as you receive orders, 910-396-7700 and DSN 236-7700. While inbound personnel have a priority for reservations, it would benefit any newcomer to contact the Lodging Office, Moon Hall, Bldg. D-3601, to make reservations as soon as they know their arrival date. Moon Hall is located on Fort Bragg at Darby Loop, off of Bastogne Drive.

When space is not available, the installation lodging office, Moon Hall, will provide information on where additional space (contract quarters) with good rates may be available.

## **Temporary Housing**

### **Reservations**

There is a great demand for lodging at Pope Army Airfield. While inbound personnel have a priority for reservations, it would benefit any newcomer to contact the Lodging Office, Moon Hall, to make reservations as soon as they know their arrival date, as "Space is limited". Visit the website for information and to make reservations or call 910-396-7700.

### **Pets**

Pets are now allowed at the Carolina Inn. You can call to reserve a "pet friendly" TLF but please beware that these are limited TLFs. There will be an additional fee of \$10.00 per night if you choose to use these TLFs.

Availability/Costs: Varied rates due to privatization. Rooms charges are also taxed.

## **Dining Facility and MWR Facilities**

Fort Bragg has 2 bowling centers to meet the needs of our military members and their families. Services are provided at the Airborne Lanes Bowling Center or at Dragon Lanes Bowling Center. For more information go to [Fort Bragg MWR](#) or call (910) 432-6899 or (910) 907-2695 respectfully.

Looking for a place to host that special Squadron event? Iron Mike's Conference and Catering Center is now open for lunch and other events. The Center is located at 2658 Reilly Road and has space large enough to seat 1,000 people or be divided into seven different rooms. It also has two (2) board rooms that hold 40 people each. They offer a lunch buffet area that seats 125 people. The 49,200 square-foot building will host several family-friendly events throughout the year such as Easter brunch, the father-daughter ball, and Mother's Day brunch. These events are be open to the public. For more information please call 910-907-2582 or visit [Fort Bragg MWR](#).

## **Thrift Shop**

Did you know? Fort Bragg has a great Thrift Shop. The Bragg 'N Barn Thrift Shop is open to the public for shopping; but only military and their families, retirees and DoD civilians may consign items. It provides a means of exchange of used clothing and merchandise through consignment. They also have lots of opportunities for volunteers and they provide the training. They are located on Woodruff Street, Bldg. 2-2412 and can be contacted at 910-907-4053. For more information go to the [website](#).

## **Airmen's Attic**

The Airmen's Attic serves active duty Air Force members, (E6 and below) and their DEERS enrolled family members with donated items. These items include furniture, small appliances, clothing, household items, baby items, and other items. The Attic is open M/W/F from 1000-1400. For more information please contact the Airmen and Family Readiness Center @ 394-2538.

## **Airborne Attic**

Service members in grades of E4 and below. If your household goods have not arrived, you may want to use items from the Loan Closet located at Bldg. 8-7006-A, Corner of Letterman & Ord Streets, or call 910-396-6013 or DSN 312-236-6013. For more information go to [www.fortbraggmwr.com](http://www.fortbraggmwr.com) or call 910-396-6013. The Airborne Attic schedules pick-ups of large item donations on the first Thursday of every month both on and off post. To schedule your large item donation pick-up please call (910) 907-2842.

## **Key Spouse**

Key Spouse meetings are held on bi-monthly basis at the Airmen and Family Readiness Center, usually on Thursdays at 1200-1400 & 1800-2000. Key Spouse is a peer-to-peer support system. They have extensive knowledge of unit, community programs, organizations, and resources to get answers to questions. The Key Spouses meet the needs of spouses in their unit.

## **Operation Homefront**

Operation Ride Home Program which is funded through the Armed Services YMCA has now been implemented throughout the year vice only the holiday season. For more information please contact the ASYMCA directly at (910) 436-0500 with any questions, issues or submission of applications. Main office is located at Bldg. 2-2411 Rodney Trail Ft Bragg,NC. (910) 436-0500.

## **Defense Service Network (DSN) Dialing Instructions**

The DSN is the provider of long-distance communications service for the Department of Defense (DoD). Every installation has a special DSN number and the numbers vary by world-wide location. In order to place a call using DSN, the caller must be using a military phone on an installation. Cell phones cannot dial DSN numbers. When dialing a DSN number from a United States installation to another United States installation, it is unnecessary to dial the DSN 312 area code. When dialing a DSN number

to/from overseas locations, the DSN area code must be included. The operator can be reached at commercial (719) 567-1110. Please note that long distance charges may be incurred.

**Financial Institutions on Pope AAF:** Pentagon Federal Credit Union is located at 803 Armistead St, Building 415, 910-436-3098; they are open M-T 0900-1600; Friday 0900-1700; Sat 0900-1200; Sun: Closed.

**The Military Personnel Section** has relocated back to its newly renovated building, Bldg. #308, on Maynard Street. They are located on the first floor and you can contact them at 910-394-1934/2224 or DSN 424-1934/2224. Services available include ID cards, DEERs, In-processing for military members, and much more.

### **Passports and Visas**

Ensure member and/or dependents have the required passports and/or visa prior to final out-processing. Member and/or dependents are not allowed to final out-process without the required passports/visas in hand for themselves (if applicable) and/or dependents. Members electing the accompanied tour will not be permitted to out-process without having the required passports/visas in hand for themselves (if applicable) and/or dependents.

These actions are necessary to prevent unforeseen hardships to the military members and their families. Therefore, as a last reiteration, it is essential, members do not out-process without having the appropriate passports/visas for themselves (if applicable) and/or dependents.

---

## **Associated Links**

### [Military OneSource](#)

Provides access to 24/7 counseling, information and referral for service families.

### [Defense Travel Management Office /Per Diem](#)

Per Diem official website with information on allowances, travel regulations and lodging websites.

### [DS Logon \(formerly DEERS\)](#)

TRICARE beneficiaries can electronically link to their medical records, pay and human resource systems and other websites.

### [Defense Finance and Accounting Service](#)

The authoritative source for pay issues.

### [DoD Schools](#)

Provides complete information on all Department of Defense Schools run by DoDEA.

### [Military K-12 Partnership](#)

Provides comprehensive information for all students.

### [DoD Commissaries](#)

The Defense Commissary Agency operates a worldwide chain of commissaries providing groceries to military personnel, retirees and their families in a safe and secure shopping environment.

### [Stars and Stripes](#)

Current editions for European, Mid East and Pacific newspapers.

### [The CIA World Factbook](#)

Provides information on locations overseas.

### [OSD Reserve Affairs](#)

Provides benefits and services designed to enhance and maintain the quality of life for noncommissioned and petty officers.

### [AF Wounded Warrior Program](#)

Provides benefits and services available to wounded warriors and families.

### [USAF Home Page](#)

Provides comprehensive resources and information on all Air Force issues.

### [Military ID Card/CAC -- Locator](#)

Find all military ID card and CAC facilities worldwide.

### [Air Force Reserve Command](#)

Information on all reserve affairs and family issues.

### [Air Force Services Agency](#)

Find information on all AF installations worldwide.

## [MilitaryKidsConnect](#)

Department of Defense-sponsored website for kids impacted by the deployment of parents and caregivers.

## [USA4 Military Families](#)

Seeks to engage and educate state policymakers, not-for-profit associations, concerned business interests, and other state leaders about the needs of military members and their families.

# Directions

## Directions to Pope Army Airfield

### *Arriving by Plane, Bus, Train or Commercial Transportation*

If you are arriving by airplane, bus train or any commercial transportation, there will be an information sign posted in the terminals. If you arrive at the Fayetteville Airport late at night, there is generally a taxi available for a \$35 fee to Pope. Keep your receipt if you use a taxi. The best idea is to inform your sponsor or unit orderly room to have someone to pick you up at the airport.

### *Driving to Pope Army Airfield*

If you are driving, the roads are well marked with directions to Fort Bragg and Pope AAF

1. I-95 Going North- Take the business loop and turn onto Owen Drive. This will turn into an expressway known as the All American Freeway. Take the Reilly Rd/Pope Army Airfield exit and follow Reilly Road until you see The Carolina Inn on the right side of the road. You will go through a gate but it is no longer manned.
2. I-95 Going South - Take the I-95 business loop/301 exit and turn right on to Grove Street. Grove will turn into Rowan Street. Continue on Rowan until you come to Bragg Blvd. Take a right on Bragg Blvd continuing until you reach Butner Drive. Turn left and continue on Butner until you reach Reilly Road. Turn right on Reilly Road and follow Reilly Road until you see the Carolina Inn sign on the right. Turn right and the TLF's are on both sides of the road.
3. Highways 24, 87, 210. Continue on 24 to the south edge of Spring Lake. Turn right on Manchester Road, following the road signs until you reach the Manchester gate. Ask the Military Policeman for directions to the Installation Billeting Office.

# Check-in Procedures

## In-processing Procedures

Each squadron is responsible for in-processing of personnel. They will schedule you for all your appointments. When you arrive at Pope, the first thing to do is report and sign into your squadron. You should make it a point to meet the First Sergeant and Commander and then your supervisor. They are "key" people designated to help you during this transition period. After that you will be given specific instructions as to what to do next.

The Commander's Support Section (CSS) and/or the Military Personnel Section will set up all your in-processing appointments. They are there to ensure all your needs are taken care of during your in-processing. Your appointments will include, but are not limited to, Pope Newcomers Orientation (an introduction to Pope AAF and the Fayetteville community), the opportunity to meet with the wing commander, finance briefing and various other agencies. If you have any questions or concerns, contact your sponsor, CSS or the Customer Service Center, Military Personnel Section.

## What to do if you Get Married Enroute

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

# Motor Vehicles

## Registration and licensing requirements

State laws vary when it comes to motor vehicle insurance requirements, licensing and registration. The term vehicle generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Service members and their families will want to understand their state's laws on registration and licensing before moving to a new state. Visit the [USA.gov Motor Vehicle Services page](#) for links to state-specific websites.

## Motor vehicle laws

State and local laws regulate the operation of motor vehicles, and these laws can vary by location. Many states regulate the following:

- Seatbelt use (To include members in backseats)
- Child safety seats
- Motorcycle operation
- The use of cellphones and other digital devices while driving

Learn more about motor vehicle laws in your state at the [Distraction.gov State Laws](#) page.

## **Specific Installation Information**

### **Registration & Licensing Requirements**

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

### **State Laws**

You and your passengers must always wear seatbelts while driving; you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 7 years of age and 80 pounds be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

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

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

### **Registering Vehicles on Installation**

Motor vehicles, including motorcycles must be registered on Installation within ten days after arrival.

Requirements for vehicle registration are:

- valid state registration
- valid operator's permit
- vehicle liability insurance
- valid license plates

Members transferring from other Installations must transfer decals to a Pope AAF decal. Vehicles must display a valid state inspection sticker if registered in North Carolina, or if required in the state where your vehicle is registered.

### **North Carolina Vehicle Registration**

If you decide to register your vehicle in North Carolina, there is an annual county tax on vehicles determined by make, size and weight. Active Duty military are exempt from this tax by stating they are active duty on the form and provide a copy of their LES. Family members listed on the title must pay 1/2 of this tax.

### **North Carolina Driver's License**

You have 30 days after establishing residence in North Carolina to renew your operator's license. You are required to take a written and vision test to get a North Carolina license for the first time. You must show proof of insurance and pay fees in cash or money order (no checks). North Carolina is currently aligning driver's licenses on a five year rotation according to age. The cost of your license will be \$2.50 per year.

Learner's permits can be obtained by anyone ages 15 and above. Those learners from 15 to 18 must have attended a Driver's Education course.

## **Library**

### **Air Force Library Program**

The Air Force Library Program provides an avenue for airmen and their families to continue their professional and self-developmental educational pursuits, as well as resources for productive use of leisure time. Libraries also procure mission-essential technical publications to support the mission and technical requirements of military personnel. Many online products, including downloadable audio books, ebooks and college-level practice tests, are available from installation library websites and on the [Air Force Portal](#). These libraries house a variety of print and audio-visual materials for checkout to eligible customers. In addition, Air Force libraries offer customer-use computers with Internet access, free of charge, and most have wireless Internet capabilities. Many installation libraries conduct special programs, such as story hours and summer reading programs for youngsters and a variety of classes, author and book talks, and holiday or Air Force heritage events.

The Air Force Library and Information System consists of 82 libraries (63 general, eight academic and 11 scientific and technical), as well as nine geographically separated library branches in Europe and five Learning Resource Centers in Southwest Asia. The Air Force Library Program also oversees procurement and distribution of educational and recreational materials to more than 150 remote sites and contingency operations in 40 countries around the globe. Air Force libraries serve more than 9.7 million customers and circulate 33.2 million items annually. Air Force libraries house more than 7 million print, audio, video and online resources.

### **Morale, Welfare and Recreation Digital Library**

Our mobile military members often don't have the resources of a brick and mortar library on hand. The Morale, Welfare and Recreation digital library provides those resources for members in transit, at foreign missions or remote sites, and for deployed personnel. Access to library materials in electronic and downloadable format is available online, 24/7. The library provides recreation, lifelong learning, and reference and career resources for all ages and interests. All resources, including audio and ebooks, are available free to Service members anywhere there is access to the Internet.

The [Morale, Welfare and Recreation digital library resources](#) include the following:

- Books, with thousands of fiction and nonfiction titles, including animated children's books
- Data Installations that support education, research, and career growth
- Resources that provide information on repairing a car or a small engine

Learn more about the Morale, Welfare and Recreation digital library at [Military OneSource](#).

### **Installation Specific Information**

AF members may use the [John L. Throckmorton Library](#) located on Fort Bragg on Randolph Street, Bldg 1-3346 or call 910-396-1691. For hours of operation, visit their website.

## Housing

### **Government Housing**

Visit the [Air Force Housing website](#) to find your new home with the Air Force. This website serves as a one-stop shop for Airmen and their families to obtain information about the housing options and support services available to them at Air Force Installations world-wide.

---

## Associated Links

### [Defense Travel Management Office /Per Diem](#)

Per Diem official website with information on allowances, travel regulations and lodging websites.

### [Move.mil](#)

Official Defense Personal Property System (DPS) Portal. Find out what type of information can be found and where to find it on Move.mil by watching the video presentation, "What's on Move.mil?"

### [Homeowners Assistance Program](#)

Describes the programs and benefits available to some military families impacted by BRAC and PCSing personnel with mortgage shortfalls.

### [Defense Personal Property System Portal \(DPS\)](#)

DPS Password & Login Procedures video presentation shows how to get your DPS Password and Login to the system for the first time.

### [Air Force Housing](#)

This website serves as a one-stop shop for Airmen and their families to obtain information about the housing options and support services available to them at Air Force Installations world-wide.

---

## Associated Links

### [DoD Lodging](#)

Find information and book temporary lodging worldwide.

### [Air Force Housing](#)

This website serves as a one-stop shop for Airmen and their families to obtain information about the housing options and support services available to them at Air Force Installations world-wide.

## Government Housing



Visit the [Air Force Housing website](#) to find your new home with the Air Force. This website serves as a one-stop shop for Airmen and their families to obtain information about the housing options and support services available to them at Air Force Installations world-wide.

Government Housing is offered through the Covias Military Living Office located at 426 Souter Place on Fort Bragg. For a complete listing of available floor plans, community amenities and wait times, contact the Leasing Center at 910-495-0878 or visit their [website](#).

## Household Goods

### Arranging Household Goods Shipments

As soon as you are alerted to your upcoming permanent change of station move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or donate serviceable items you no longer need. Gather important family records.

If you are moving overseas, begin to plan what items will go in unaccompanied baggage, in your household goods shipment and in permanent storage. Remember, in overseas areas, the electric current may be different and houses are generally much smaller than those in the United States. These are good questions to ask your sponsor.

#### *Household Goods Shipping Process*

The Defense Personal Property System is the online system you will use to manage your household goods shipment. For how-to guides to assist with your application go to [Move.mil](#).

#### *Pets*

Moving with your pet includes researching airline requirements and quarantine restriction laws in your new location. Many airlines have requirements for size, weight, breed, number of animals, kennel construction, documentation and seasonal limitations. Small pets may be shipped on military flights, but availability and regulations are always changing. Search [Move.mil](#) for more general information on shipping pets.

Many international locations have strict importation laws, including extended quarantines and restrictions on breeds or types of animals. Carefully research these rules as they could impact your moving schedule. You may also find some locations in the United States that have restrictions on certain animals and breeds. Review your new installation's "Shipping Pets" in [MilitaryINSTALLATIONS](#) for details.

#### *"It's Your Move"*

Review the U.S. Transportation Command booklet, "[It's Your Move](#)," for detailed information on weight allowances, the household goods shipping process, storage, automobile shipments, claims processes and the customer satisfaction survey.

### **Installation Specific Information**

---

## Associated Links

### [Move.mil](#)

Official Defense Personal Property System (DPS) Portal. Find out what type of information can be found and where to find it on Move.mil by watching the video presentation, "What's on Move.mil?"

### [Auto Logistics](#)

Resource for service members moving or storing their personally owned vehicles for a permanent change of station.

### [US Customs](#)

Find information on importing and exporting products and property.

### [Air Force Household Goods -- Official AF Web Site](#)

Official AF household goods shipment and storage web site.

### [Defense Personal Property System Portal \(DPS\)](#)

DPS Password & Login Procedures video presentation shows how to get your DPS Password and Login to the system for the first time.

### [Air Force Housing](#)

This website serves as a one-stop shop for Airmen and their families to obtain information about the housing options and support services available to them at Air Force Installations world-wide.

## Shipping Pets

### **Pet Travel**

You are responsible for the transportation of your pets at your own expense. It will help if arrangements are made before you move. Please see your Installation Relocation Assistance Manager at your Airman and Family Readiness Center if you have specific questions about transporting a pet from your Installation.

## Boarding

Your best resource for kenneling your pet(s) during your move to Pope is your sponsor. He/she can research boarding kennels and rates and make reservations for you. Be sure to let him/her know your priorities and what you'll be comfortable with.

## Vaccinations

The Veterinarian Treatment Facility provides vaccinations, heartworm checks, Feline Leukemia checks, fecal checks, and treatment for routine contagious diseases. Appointments may be scheduled one week in advance.

Registration: All dogs and cats over 4 months of age residing on Pope AAF must be registered with the VTF. Owners must present proof of rabies vaccination, and pay a \$2.50 charge to cover the cost of the medical record. Wild animals such as ferrets, skunks, raccoons, monkeys, wolves, wolf crosses, etc. are not authorized to be kept as pets on Pope AAF and are therefore not treated at this facility.

Animal Control: All pets on Installation must be kept under control at all times. Pets must be kept indoors or secured on the owner's premises. Animals kept outdoors must be provided shelter, fresh water, and food. Owners keeping animals under inhumane conditions may be refused the right to keep animals on Installation.

Animal Adoption: Stray animals that are not claimed by an owner may be adopted through the VTF. Additionally, animals are accepted for turn-in from military members who can no longer keep their pet for the cost of boarding and vaccinations. The stray animal facility is open for adoptions. Military members who adopt an animal from the stray facility are eligible to have the animal surgically neutered by a military veterinarian on a time and space available basis. For additional information call (910) 396-8930

NOTE: All dogs 6 months and older should be on heartworm preventative! See your veterinarian for further information.

## Quarantine

There are no quarantine restrictions for this location.

---

## Associated Links

### [Move.mil](#)

Official Defense Personal Property System (DPS) Portal. Find out what type of information can be found and where to find it on Move.mil by watching the video presentation, "What's on Move.mil?"

### [USDA Pet Inspection Service](#)

Contains information on pet quarantines and traveling with pets.

### [UK Pet Quarantine](#)

Information necessary to bring Pets to the UK. The United Kingdom does have a "Dangerous Dog Act" which imposes restrictions on certain breeds and imposes stringent rule should the breeds be brought in country.

### [Shipping Pets to Japan](#)

Information on quarantine and shipping pets to Japan

### [Korean National Quarantine Station](#)

Information on quarantine and shipping pets to South Korea

### [Hawaii Quarantine Procedures](#)

Information on pet quarantines for Hawaii.

### [Air Force Household Goods -- Official AF Web Site](#)

Official AF household goods shipment and storage web site.

### [Traveling Tips for Persons with Disabilities](#)

Find information on air travel.

### [TSA Service Animal Information](#)

Find information about traveling with service animals on planes.

### [Defense Personal Property System Portal \(DPS\)](#)

DPS Password & Login Procedures video presentation shows how to get your DPS Password and Login to the system for the first time.

### [Air Force Housing](#)

This website serves as a one-stop shop for Airmen and their families to obtain information about the housing options and support services available to them at Air Force Installations world-wide.

## EFMP

## **The Exceptional Family Member Program**

When you're moving, your to-do list can seem long enough to fill a packing box. But if your family has special medical or educational needs, help is available before, during and after your move. Enrollment in the Exceptional Family Member Program provides military families with special needs consideration during the assignment process and access to support services to help navigate the medical and educational system.

The Exceptional Family Member Program has three components:

- Identification and enrollment of a family member with special medical or educational needs
- Assignment coordination to determine the availability of services at the projected duty station
- Support to help families identify and access programs and services

### **Who should enroll in the program?**

Family members with special medical or educational needs should enroll in the EFMP including spouses, children and dependent adults who:

- Require special medical services for a chronic condition such as asthma, attention deficit disorder, diabetes, multiple sclerosis, etc.
- Receive ongoing services from a medical specialist
- Have significant behavioral health concerns
- Receive early intervention or special education services through an individualized education program or individualized family service plan

### **Why enroll in the program?**

Enrollment in the EFMP ensures that family members' documented medical and educational needs receive consideration during the assignment coordination process. Through the EFMP family support office, families can receive assistance with navigating military and community support systems.

### **How do families enroll in the program?**

Families can enroll by obtaining paperwork from the EFMP medical point of contact at their local military treatment facility, or, in the Marine Corps, from Marine Corps Community Services. The forms for enrollment are:

- [Department of Defense Form 2792, "Family Member Medical Summary."](#) The service member, spouse or adult family member completes the first page to document medical needs. The family member's physician or other qualified medical professional completes the rest and includes the diagnosis, frequency of care, medication and any special accommodations the family member requires.
- [Department of Defense Form 2792-1, "Special Education/Early Intervention Summary."](#) The sponsor, parent or legal guardian completes items one through seven of the first page to document educational needs. School or early intervention program personnel complete the remainder of the form, which includes the child's educational diagnosis. A copy of the individualized education program or individual family service plan pairs with the form.

### **What is assignment coordination?**

The military mission is the driving force behind the assignment process, but enrollment in the EFMP ensures that family members' documented needs are considered in the process. Assignment coordination occurs when the personnel command requests that Department of Defense medical or educational professionals review a family member's documented needs to determine availability of services at a projected location. Assignment coordination is important because access to appropriate medical and educational services may be limited in some areas, especially in overseas and remote locations.

### **What is family support?**

The EFMP family support function helps families identify and access programs and services. Family support includes, but is not limited to, the following:

- Information and referral for military and community services
- Warm handoffs to the EFMP at the next location
- Nonclinical case management

### **What is the role of the family support provider?**

The role of the family support provider includes:

- Helping families on the path to empowerment by providing information and referral services, non-medical case management, education and other supports
- Helping relocating families pinpoint and navigate formal programs and services and informal supports
- Bridging gaps in programs, services and support by informing families on what is available, and how to apply for benefits and entitlements

### **How do families access family support?**

Access the EFMP family support by visiting or calling your local installation Military and Family Support Center or by contacting Military OneSource at 800-342-9647 and asking for a referral to a special needs consultant.

## How can families help ease the transition to a new school system following a move?

In addition to the support available from the installation Military and Family Support Centers and Military OneSource consultants, MilitaryINSTALLATIONS provides some suggestions for making the transition easier as your child enters a new school system following a move to a new duty station. The article, "Preparing for Your Move," provides tips for what to do prior to and after your move to help create a smooth transfer between schools.

Additionally, military families can learn about the Education Directory for Children with Special Needs for information on special-needs issues and listings of national and local resources for early intervention (for infants and toddlers) and special education (for school-age children) services.

---

## Associated Links

### [Traveling Tips for Persons with Disabilities](#)

Find information on air travel.

### [Education Directory for Children with Special Needs](#)

Provides useful practical information for families with Autism Spectrum Disorders.

## Preparing for Your Move

Military families often relocate every two or three years. Below are suggestions for making the transition easier as your child enters a new school system following your family's move to a new duty station in the states or a Department of Defense Education Activity school overseas.

### Relocating: things to remember

At least 30 days prior to your move:

- Notify the school or early intervention agency of your impending move and request a copy of your child's educational records.
- Obtain your child's most recent transcripts, grade reports and all pertinent medical records, including inoculation records, prescriptions and dosages.
- Contact the new school district or early intervention agency for specific information about programs on or near the installation where you will be living. Use the State, School District and Installation Information sections of the [Education Directory for Children with Special Needs](#) to identify the districts in your new location and find information about early intervention agencies. The directory provides helpful tools to assist families with infants and toddlers and school-age children transitioning to a new educational program.

If your child has special needs and is receiving early intervention or special education services, request a copy of the following information:

- Latest individualized education program or individualized family service plan, including the most recent progress report
- Your child's most recent eligibility determination report for special education services, including early intervention
- The names of textbooks or other materials that have been effective for your child
- Adaptive equipment and assistive technology such as communication devices or modified key boards that your child uses in school

As you leave your duty station, you should:

- Hand carry a copy of your child's inoculation records and the information you collected about your child's educational program.
- Take any special equipment, medication refills and supplies (for example, hearing aid batteries) that your child may need in the next two months.
- Keep contact information for your child's current teacher or early intervention specialist in case there are questions at your new school or early intervention agency.
- Provide the staff at your child's current school with the contact information for the special education staff at your child's new school to speed the transfer of your child's information.

When you arrive at your new duty station, you should:

- Take the hand-carried educational information, including immunization records, with you to enroll your child in the local school.
- Notify the new school that your child has special needs. Sign appropriate releases so the new school can request official copies of your child's records.
- Request copies of any publications about the school's special education services.

It is easier for the receiving school to start the appropriate special education or early intervention services for your child when you hand-carry important information about your child. The current individualized education program will be recognized by the school's special education committee and interim services can be provided within days. Each state has different policies or procedures that guide its special education and early intervention programs. Do not expect to use the same forms and procedures that were used at your previous location. You should expect that every effort will be made to meet your child's needs.

# Education Directory

## Background

The [Education Directory for Children with Special Needs](#) was developed to support military families who have children (birth through 21) with special educational needs. Military families can consult the directory for information on special-needs issues and listings of national and local resources for early intervention (for infants and toddlers) and special education (for school-age children) services.

## Highlights

The Education Directory for Children with Special Needs is a valuable resource for military families. The directory:

- helps families identify the early intervention agencies and public school districts located near the installation prior to moving
- allows users to make more informed decisions and more easily navigate local early intervention and special education systems
- includes information on a range of disabilities affecting school-age children and on early intervention service providers and resources for infants and toddlers
- provides practical suggestions (Tools for a Smooth Transition) for relocating families

## Health Care/Special Needs

### Military treatment facilities

The clinics and services available at [military treatment facilities](#) vary by location. Before you move, identify the military treatment facility that will serve you, visit its website to learn about the services available and get contact information.

### Moving to a new TRICARE region

If you anticipate a move to another [TRICARE region](#), work with your local TRICARE service center or case manager before your move to ensure the transition is as smooth as possible. On arrival at the new duty location, you or your sponsor should contact the beneficiary counseling and assistance coordinator or the TRICARE service center to ensure the transition plans are in place and to obtain authorizations for TRICARE [Extended Care Health Option](#) services, if applicable.

### Beneficiary counseling and assistance coordinator

All TRICARE regional offices and most military treatment facilities are staffed with [beneficiary counseling and assistance coordinators](#). They provide information, guidance and assistance on benefit options, TRICARE Prime enrollment, special authorizations, status of claims, eligibility and assistance with referrals and appointments. If you or your family member has more severe needs, contact your [TRICARE case manager](#).

### Case management

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

### Extended Care Health Option

The [Extended Care Health Option](#) provides financial assistance to beneficiaries of active-duty service members who qualify Installation on specific mental or physical disabilities. The Extended Care Health Option offers an integrated set of services and supplies beyond the basic TRICARE program. Regional contractors in each of the TRICARE regions and overseas administer the program.

### Transporting medical equipment

Contact your installation's [household goods/transportation office](#) for information on special procedures for the transportation of medical equipment.

### Federal and state health care programs

[Medicaid](#) provides health coverage for individuals and families with low incomes or have a disability. The department of social services or the department of medical assistance may administer the Medicaid program in your state. [Supplemental Security Income](#), or SSI, is a cash assistance program intended to meet basic needs for disabled adults and children who have limited resources. Families must reapply after moving to a new state.

Many states offer services for children with special health care needs funded by the [Maternal and Child Health Services Block Grant](#), or Title V. State departments of health websites and local health departments can provide information on state health benefits. The [Maternal and Child Health Bureau](#) website has more information, including state points of contact.

### Other important resources

TRICARE [debt collection assistance officers](#) assigned to regional offices and military treatment facilities worldwide can help beneficiaries understand and get assistance with debt collection issues related to TRICARE.

### Installation Specific Information

*Special Needs Identification and Assignment Coordination Process*

The Special Needs Identification and Assignment Coordination process is mandatory. It identifies family members with medical, mental health, early intervention, or special education needs. It is essential to enroll if eligible, as enrollment will ensure proper medical care is available for special needs family members at the gaining Installation. To enroll, contact your local special needs coordinator located in the Mental Health Section of the Medical Group (Building 430 at the corner of Armistead and Pope Streets). Call DSN: 312-424-4700 or Commercial 910-394-4700.

---

## Associated Links

### [TRICARE](#)

Find out everything you need to know about your medical benefits.

### [Beneficiary Counseling Assistance Coordinator](#)

A BCAC educates beneficiaries, and enhances a thorough understanding of TRICARE programs.

### [TRICARE Mobile App for Pharmacy Assistance](#)

Check prescriptions status; order home delivery; find a pharmacy and more all from your phone. You must be registered before downloading the mobile app.

## Special Education/EIS

### **Early Intervention and Special Education Services**

#### *Children from birth to 3 years of age*

The Individuals with Disabilities Education Act, or IDEA, requires all states and territories to provide early intervention services to children from birth to 3 years of age who have or are at risk for having developmental delays. Local school districts or health departments often provide these early intervention services. The program is called by different names in different areas, but it is often called Part C (because Part C is the section of the law that pertains to early intervention). The [National Early Childhood Technical Assistance Center](#) provides a list of state Part C directors and funded programs on their website. Also, [Military OneSource](#) can assist you in identifying early intervention programs in your area.

When moving, you should hand carry copies of your child's individual family service plan and the most current evaluation reports to your new home to ensure they are not lost.

#### *Children between 3 and 21 years of age*

The IDEA requires all states and territories provide special education services to eligible children between the ages of 3 and 21. Each local school district has a special education director, and each school should have an individualized education program team or school-Installation committee that attends to students with special education needs.

The IDEA requires that if a child transfers to a different district in the same state, the receiving school must provide comparable services until the new school develops and implements a new individualized education program. If a child transfers to another state, the receiving district must provide comparable services until the receiving district completes an evaluation and creates a new individualized education program.

If you are moving and your child receives special education and related services, you should hand carry all pertinent school and medical documents, including the individualized education program and current evaluation reports. Hand carrying these documents ensures that they are not lost and allows the new school district to begin the process as soon as you move.

#### *Other resources*

Parent Training and Information Centers serve families and adults with special needs from birth to age 26. They assist families in getting appropriate education and services for their children, work to improve education services for all children, train and inform parents and professionals, resolve problems between families and schools or other agencies, and connect those with disabilities to community resources. Find out more at the [Center for Parent Information and Resources](#) website.

### **Installation Specific Information**

If you have a child that has an individual education plan (IEP) developed under the Individuals with Disabilities Education Act (IDEA) and which is being met at their current school, there are several long term and short term steps that should be taken to insure a successful relocation or transition for your child:

- Parents should keep an active file of all their children's special education paperwork. This file should contain, as appropriate, copies of past and current IEPs, any progress reports, any evaluations conducted (educational evaluations, cognitive or psychological evaluations, speech, OT, PT, etc), functional behavioral assessment and behavior improvement plans, related medical evaluations or services and copy of most recent medical reports, the results of any vision or hearing assessments, current progress reports and report cards, and placement paperwork documenting decisions from any previous schools. This folder needs to be hand-carried by parents during any PCS move so that all the information will be readily available to the new school when the child enrolls.
- Prior to the relocation, parents may want to have a meeting with appropriate school personnel at the current school to discuss the progress the child has made since the last review of the IEP. If a student is within two or three months of annual or triennial review, we highly recommend that the school conduct these meetings prior to the PCS. Be sure to take any special equipment and refill medication prescriptions that your child may need for the next few months. If enrolled in the

Special Needs Identification Program (SNIP), contact the SNIP coordinator at your new location and ask for assistance in identifying resources at your new duty location.

- Take the folder with all special education paperwork with you to the new school when you go to enroll. Keep in mind that special education eligibility and services under IDEA can and often do vary between DODEA and civilian schools, as well as from state to state and school to school. When you enroll at a new school, your child's current IEP will be initially serviced or provided as practically as possible. The new school, whether DODEA or civilian, however, may need to conduct new evaluations to determine eligibility and/or appropriate accommodations, placement, and services Installation upon their own regulations, guidelines, and eligibility criteria. Additional direction is also available through the DOD Special Needs Toolkit located at the Military Homefront link.

*Special Needs Identification Program (SNIP)*

Be sure to bring copies (originals are normally mailed separately) of all SNIP records when you PCS. This service is designed to allow special consideration in ensuring services for family members are maintained at each assignment. Eligible persons include active duty members with family members having physical, emotional, mental, or special education needs. Assistance with obtaining the following services is also available: information, referral, rehabilitation, special education, therapy, and support organizations.

---

## Associated Links

### [TRICARE](#)

Find out everything you need to know about your medical benefits.

### [Parent Training and Information Centers](#)

Parent training and information centers for special needs family members.

### [National Early Childhood Technical Assistance Center](#)

Provides a list of State Part C directors and programs.

### [Choosing a School for your Child - Department of Education](#)

How to choose a school.

### [DoD Special Needs Homepage](#)

Provides resources for meeting special needs.

### [Education Directory for Children with Special Needs](#)

Provides useful practical information for families with Autism Spectrum Disorders.

## Health Care

### **Moving with TRICARE**

When you move, TRICARE moves with you. It's there before, during and when you get to your next duty station. It's available worldwide. There are steps you need to take to make sure changes to your TRICARE coverage go smoothly. With your move, you may have to use a different TRICARE option.

Please note:

- You and your family members have to show as TRICARE eligible in the Defense Enrollment Eligibility Reporting System, or DEERS.
- For TRICARE plan information, visit the [TRICARE Plan Information Kits](#) page.
- Regional and overseas contractor information is available on [TRICARE's Contact Us](#) page.
- Print out the [TRICARE contact wallet card](#) and keep it with you.
- Always keep personal contact information current in DEERS, especially your address and email.

### **Prime options**

#### *Prime options in the United States*

If you live in a Prime Service Area, then TRICARE Prime is an option for you. A Prime Service Area is usually within a 40-mile area of a military clinic or hospital. With Prime, you have a primary care manager, who may be a military or civilian doctor or a team of doctors, who manages your health care needs.

Some active-duty family members may enroll in the U.S. Family Health Plan, or USFHP. The USFHP offers a TRICARE Prime-like option in six areas of the United States. You'll get all care (including prescription drug coverage) from a network provider. With the USFHP, you can't get care at military hospitals and clinics or from TRICARE network providers (emergency exceptions). You have to work with USFHP when get care overseas. Visit the [U.S. Family Health Plan](#) page for more information.

If you don't live in a Prime Service Area, TRICARE Prime Remote is your other option. Eligible family members have to live with their active-duty sponsor (with some exceptions) to enroll in TRICARE Prime Remote. In most cases, your primary care manager is a network provider. If there's no local network provider, you can choose any TRICARE-authorized provider to act as your primary care manager.

### Prime options overseas (including U.S. territories)

In overseas locations, you have two options for care:

- **TRICARE Overseas Program-Prime** is for active-duty service members assigned overseas. Units are near military clinics and hospitals. To enroll in the program, family members must be command-sponsored. Your primary care manager is a military provider or team of providers.
- **TRICARE Overseas Program-Prime Remote** is available in certain remote overseas locations. It's for assigned active-duty service members and their command-sponsored family members. Your primary care manager is the overseas contractor who you contact through regional and country specific call centers.

**Note:** Active-duty service members must enroll in a Prime option.

When you know you're going to move, call your current TRICARE stateside overseas contractor. Find out if your new location is in a new region and talk about your TRICARE options.

### Transferring your TRICARE Prime/Prime Remote coverage

When you move, your Prime options may change. You have to transfer your enrollment if you move to a different region. Some family members may have to disenroll and use TRICARE Standard. Options may vary for each family member. Remember, to enroll in a Prime option overseas, family members must be command-sponsored.

If you move within your current region, you still need to find out if your Prime option changes. You may only need to get a new primary care manager. Again, call your current TRICARE regional or USFHP contractor to talk about your move and your TRICARE options. Follow these steps to transfer your enrollment by phone:

- **Call your current TRICARE regional or USFHP contractor** to transfer your enrollment or get a new primary care manager. The contractor will ask about you, your family, where you're moving to and the estimated date you'll get to your new duty station. Your current contractor then shares your information with your new contractor. If you only need a new primary care manager, they will work with you to make that happen. Your new contractor will call you within five business days of your expected arrival date to discuss your Prime enrollment and primary care manager options. Your enrollment transfer will be the day your new contractor calls and you agree to the transfer. It may take up to four business days to record your transfer. You will still have Prime coverage with your old region until the transfer is complete.
- **Update your address in DEERS** as soon as you get to your new location, even if you're in temporary housing.
- **Log into [milConnect](#)** to check on your enrollment. You can see who your primary care manager is and print out an enrollment card.

**Note:** Don't disenroll from Prime before you move.

Other ways to transfer your enrollment include:

- **Transfer your enrollment online using [TRICARE's Beneficiary Web Enrollment Tool](#).** The Beneficiary Web Enrollment Tool will be available in 2016 for those moving stateside from an overseas location. In the Beneficiary Web Enrollment Tool, you can set a date up to 90 days in the future as your enrollment transfer date.
- **Call your new contractor** when you arrive in your new duty location. They can transfer your enrollment over the phone.
- **Download an [enrollment form](#)** and mail it to the regional contractor for your new region. Remember to note the date you want the transfer to go into effect. Enrollment information for the USFHP is available on the [U.S. Family Health Plan](#) page.
- **Enroll** when you in-process at your new duty location.

To learn more, visit the [TRICARE Moving](#) page.

### TRICARE Standard and Extra

TRICARE Standard and Extra is an option for active-duty family members. You don't have to enroll—coverage is automatic as long as you show as TRICARE eligible in DEERS. With TRICARE Standard or Extra you can see any TRICARE-authorized provider, non-network or network. You pay a deductible and costs shares.

- **If you visit a non-network provider**, you're use the Standard option. You may have to pay in full up front and file a claim for reimbursement.
- **If you visit a network provider**, you're using the Extra option. You only need to pay your cost share at your appointment.

If you're a family member and don't want to enroll in TRICARE Overseas Program-Prime, or can't enroll because you're not command-sponsored, you have TRICARE Overseas Program-Standard. You can see any civilian provider (except in the Philippines). If you want or have to use TRICARE Standard when you move, call the new regional contractor to disenroll from Prime when you get to your new location.

If you already using TRICARE Standard and Extra:

- **Once you get to your new location, update your personal information in DEERS** as soon as possible. You can update your personal information through [milConnect](#), through [TRICARE's Beneficiary Web Enrollment Tool](#) or calling the Defense Manpower Data Center toll-free at 800-538-9552; TTY/TTD: 866-363-2883.
- **Find a provider.** If you are within the United States, you can find network and non-network providers by region through the [TRICARE Find a Doctor](#) page. If you are overseas, you can find a provider through the [TRICARE Overseas](#) website or call the [overseas regional call center](#).

If you're in a new region, the claims address changes. Check the [TRICARE Filing Claims](#) page for your new mailing address.

### TRICARE For Life



TRICARE For Life is for those who have Medicare and TRICARE. You don't have to enroll - coverage is automatic as long as you show in DEERS as TRICARE-eligible and have Medicare Part A and Part B if needed. When you go to a Medicare doctor, show your Medicare and uniformed service identification cards. Your provider files your claims with Medicare. Medicare pays first and sends the claim to the TRICARE For Life claims processor. TRICARE then pays second for TRICARE-covered services.

If you're an active-duty family member, you don't have to have Medicare Part B to keep your TRICARE benefits. You must have Part B to keep TRICARE once your sponsor retires.

When you move, update your personal information in DEERS as soon as possible. To find a new provider:

- **If you are within the United States or in U.S. territories** (Guam, Puerto Rico, the Northern Mariana Islands, American Samoa or the U.S. Virgin Islands), you can search the Medicare Provider Directory or call 800-633-4227 to find a Medicare-certified provider. Visit the [Medicare](#) website or the [TRICARE For Life](#) website to learn more.
- **If you are at an overseas location**, TRICARE For Life works a little differently. Medicare doesn't pay for care overseas, TRICARE is your primary payer. You may get care from any civilian provider. You pay up front and then file a claim with the TRICARE overseas contractor. You have to pay TRICARE Standard deductibles and cost shares. You can find a provider through the [TRICARE Overseas](#) website or call the [overseas regional call center](#).

### Getting care along the way

Before you move, take care of any routine medical needs, including immunizations. Fill your prescriptions so you have enough while traveling. TRICARE defines emergency care as "medical services provided for a sudden or unexpected medical or psychiatric condition or the sudden worsening of a chronic condition that is threatening to life, limb or sight and needs immediate medical treatment or a condition which has painful symptoms that need immediate relief to stop suffering." 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."

- **Emergency care when stateside** – If you require emergency care while traveling in the United States, call 911 or go to the nearest emergency room. Then call your primary care manager or regional contractor within 24 hours of being seen.
- **Urgent care when stateside** – If you require urgent care while traveling in the United States, are using a Prime option and you're close to a [military hospital or clinic](#), go there. You have priority access and you don't need a referral to be seen. Otherwise, if you have Prime, call or contact your primary care manager for a referral and authorization. If you don't get a referral and authorization before being seen, you'll pay the higher [point-of-service](#) deductible and cost share. If you have Prime Remote and don't have an assigned primary care manager, call the provider that acts as your primary provider or call your regional contractor.
- **Emergency care when overseas** – For emergency care, go to the nearest emergency care location. If you're using TRICARE Overseas Program-Prime or Prime Remote, call [International SOS Medical Assistance](#) within 24 hours or on the next business day to get an authorization for the visit and needed ongoing care, and claims payment information.
- **Urgent care when overseas** – For urgent care, go to the nearest [military clinic or hospital](#) if possible. Visit a U.S. embassy or call the [overseas regional call center](#). You need an authorization before you see a civilian provider. The call center can help you find one. Without an authorization, you'll end up paying a higher point-of-service deductible and cost share. Your claim may be denied if you're an active-duty member. More information is available on the [TRICARE Service Center](#) and [TRICARE Area Office](#) websites.

If you're using TRICARE Standard or TRICARE For Life, you may get urgent care from any TRICARE-authorized provider. If it's after clinic hours or you're not sure if you need to see a doctor, call TRICARE's Nurse Advice Line at 800-874-2273.

### Filling prescriptions while traveling

If you run out of a prescription drug while traveling, contact your military or civilian provider. If you have refills on a military clinic prescription, check to see if your prescription can be moved to and filled by another military treatment facility. If you have refills on your prescription with a major retail pharmacy chain, check with the chain to see if they can transfer your prescription to a local chain pharmacy. If you have refills on a drug you get through TRICARE home delivery, call the TRICARE pharmacy contractor to see what can be done.

- **If you are within the United States or in U.S. territories** and a doctor puts you on a new drug, fill your prescription at a military pharmacy or TRICARE retail network pharmacy. If you are Prime and use a non-network pharmacy, you pay the higher point-of-service deductible and cost share. You may have to pay out of pocket for your drug(s). If so, file a claim with the [TRICARE pharmacy](#) contractor. If you are still in an overseas Prime option, you file your claim with the overseas contractor.
- **If you are at an overseas location**, and a doctor puts you on a new drug, fill your prescription at a military pharmacy or go to a civilian pharmacy. You will likely have to pay out of pocket. You [file your claim with the TRICARE overseas contractor](#), even if you are enrolled in a stateside Prime option.

### Getting dental care while traveling

Getting dental care while traveling depends on your location and whether you are a service member of family member.

- **If you are an active-duty service member within the United States or in U.S. territories**, you can receive dental care at a military dental clinic. Contact the [Active Duty Dental Care Program](#) before you see a dentist and tell the contractor about your move. You will need to get an authorization before you see a dentist. The Active Duty Dental Care Program will work with you so you can get care from a local network dentist. For dental emergencies, go to a military dental clinic if possible. If not, get care from any civilian network dentist and have the dentist give you paperwork showing what he or she

did during the visit. Make sure you get the dentist's contact information and call the Active Duty Dental Care Program contractor immediately to let them know about your care so they can work with you to make sure they can pay the claim.

- **If you are an active-duty service at an overseas location**, you can call the [overseas regional call center](#) to get authorization before you see a civilian dentist.
- **If you are an active-duty family member within the United States, in U.S. territories or at an overseas location**, you can find out if any nearby military dental treatment facility treats active-duty family members. If you're enrolled in the [TRICARE Dental Program](#), call the TRICARE Dental Program contractor or visit their website to find a provider. You will need to get an authorization before you see the dentist.

### **Permanent change of station for active-duty service members**

With permanent change of station orders, ask for a copy of your medical and dental records from your personnel office, providers/dentists, and medical or dental clinics. Do this at least one month before your permanent change of station date. This way you may be able to carry records to your new duty station.

You may ask providers or the military clinic to transfer your family's medical records to the military hospital or clinic nearest to your new duty station. You may ask to have copies of their records to carry with you or them as well. (You may have to pay to get their records copied.) If you want someone else to be able to get medical or dental information on you or your family while you are moving, you need to complete a DD Form 2870, "[Authorization for Disclosure of Medical or Dental Information](#)." Find more about moving, updating DEERS, the TRICARE regions, pharmacy, dental and much more through the [TRICARE website](#) or the [TRICARE Moving page](#).

### **Installation Specific Information**

The Pope Clinic is now managed by the Fort Bragg Womack Army Medical Center. Air Force members are still seen at the Pope Clinic. For more information [visit their website](#).

#### *Medical Care*

Troop and Family Medical Clinic; Location: 2864 Woodruff Street; Phone: (910) 907-4673; Appointments: (910) 907-2778

Hours of Operation: Monday-Thursday 0730-2100; Friday and Training Holidays: 0730-1630, Active Duty Sick Call - Monday - Friday 0715-0800

Womack Army Medical Center - Is here to serve to needs of Active Duty Service Members, their Families, Retirees and their Families. Located on Reilly Road, Ft Bragg NC. Information Desk numbers: (910) 907-6000/6292

Womack Army Medical Center is a Level I full-service Emergency Department. The entrances are well marked from both inside and outside of the hospital. The Emergency Department (ED) provides continuous, uninterrupted pre-hospital and hospital-Installation emergency services.

For issues and/or concerns, a Patient Representative is available at the hospital and at all of the outlying primary care clinics. If you have a problem or need assistance at the clinic please see a Patient Representative before you leave the clinic.

Patient's Bill of Rights and Responsibilities -- All persons obtaining care in the 43d Medical Squadron medical/dental treatment facility are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both patients and facility personnel is vital to ensuring that patient care and services are delivered in an appropriate and efficient manner.

---

## **Associated Links**

### [DS Logon \(formerly DEERS\)](#)

TRICARE beneficiaries can electronically link to their medical records, pay and human resource systems and other websites.

### [TRICARE](#)

Find out everything you need to know about your medical benefits.

### [Beneficiary Counseling Assistance Coordinator](#)

A BCAC educates beneficiaries, and enhances a thorough understanding of TRICARE programs.

### [TRICARE Mobile App for Pharmacy Assistance](#)

Check prescriptions status; order home delivery; find a pharmacy and more all from your phone. You must be registered before downloading the mobile app.

## **Child and Youth Programs**

The Department of Defense takes great pride in the variety and quality of services provided to children and youth on installations worldwide. While the services provided may vary by location, the standards and quality of services are consistent and meet established regulations.

### **Child development centers**

Child development centers generally offer child care for children ages 6 weeks to 5 years. Care is available Monday through Friday, with some locations offering options, such as extended hours, weekend care and respite care. Child development centers vary in

size and larger installations may operate multiple facilities. Programs are certified by the Department of Defense and accredited by a national accrediting body, such as the [National Association for the Education of Young Children](#).

### Family child care

Children ages 2 weeks to 12 years may receive care in the private home of a certified care provider living in government-owned or leased housing. Care may also be provided in a state-licensed home in the community. In-home child care is typically available weekdays and with additional care provided during evenings, weekends and flexible hourly care for shift work. Regulations limit the number of children who receive care at any one time to no more than six children under age 8 and no more than two children under age 2. Family child care providers must be certified to operate by the installation. Individual providers may voluntarily seek national accreditation from the National Association of Family Child Care.

### School-age programs

School-age programs provide care to children in kindergarten through sixth grade. Care is offered before and after school, during non-school days and summer vacations. School-age programs may be located in Department of Defense youth centers, child development centers or in other suitable facilities. All programs are certified by the Department of Defense and accredited by a national accrediting body, such as the Council on Accreditation.

### Youth programs

Dynamic programs for youth ages 5 through 18 years are provided in approximately 300 youth and teen program facilities worldwide. A wide variety of offerings includes activities in physical fitness and sports, the arts, life skills, career and volunteer opportunities. Installation programs may also collaborate with other youth-serving organizations, like the Boys & Girls Clubs of America and USDA/4-H programs.

### Waiting lists

Military families may be placed on a waiting list for child care when care is not available. Families may request child care through one of two processes:

1. Visit [MilitaryChildCare.com](#). The Department of Defense website for military families seeking child care provides access to military-operated child care options across all services. Families may search for and request care, manage their requests, and update their profile online, making it easier for them to find the child care they need.
2. Fill out [DD Form 2606, Department of Defense Child Development Program Request for Care Record](#) and return it to the child development center, school-age care facility or resource and referral office on the installation.
- 3. Child Care**
4. Pope AF members who have children and want to utilize the Child Development Centers or the Youth Center must now register with the Fort Bragg Child and Youth Services (CYS) located on Knox Street, Bldg. 1-4157, located next to the Wonderful World of Kids (WWK). For more information, call their offices at 910-396-8110/1278 or [visit their web site](#).
- 5. Child Development Center (CDC)**
6. The Child Development Center is designed to allow children an opportunity to participate in activities which will further their social, emotional, physical and intellectual development. Child care and youth services are now handled by Fort Bragg and you can access information on the [Fort Bragg CDC website](#). The administration office is located on Knox Street, Bldg. 1-4157, next to the Wonderful World of Kids, or you can call 910-396-4313 or 910-908-4564 for more information.
7. The center is enrolled in the US Department of Agriculture's Food Program, and is state licensed, DOD certified and nationally accredited.
8. *Programs Offered*
9. The Child Development Center offers child care for children ages 6 weeks to 5 years. Weekly and hourly care is also provided.

Programs Offered	Yes/No	Rates/(\$)
Full Day	Yes	Sliding Scale
Hourly Care	Yes	Sliding Scale
Special Needs Care	With Medical Approval	
Before and After School Care	No	
Infant (6 weeks)	Yes	
Toddler	Yes	

Pre-school	Yes	
------------	-----	--

10. *Costs* -- All CDC program fees are Installation on total family income and figured on a sliding scale.

**11. School Age Program**

12. The School Age Program is accredited through the National After School Association and has earned all 5 stars through the North Carolina licensing agency. This developmental program offers care before and after school, during school holidays, and also during spring and summer breaks. Operational hours are 6:00 a.m. - 5:30 p.m. on Mondays through Fridays. Call DSN 910-396-4314 or 910-908-4564.

13. *Youth Programs*

14. Youth programs offer opportunities for social recreational activities. Programs includes health and fitness activities, field trips, carnivals, dances, tournaments, and club fun. Trained staff are on hand to facilitate programs and to provide resources for local youth sport programs. Call to receive program dates and times at DSN 910-396-4314 or 910-908-4564.

15. \_\_\_\_\_

**16. Associated Links**

17. [Military Youth on the Move](#)  
Answers to military children and teen concerns.

[Child Care Resources](#)  
Find a network of child care providers.

[National Association for the Education of Young Children](#)  
Provides resources and information on educational opportunities for pre-schoolers.

[TALARIS - Learn about early childhood education.](#)  
Advancing knowledge of early learning and the importance of parenting.

[Zero to Three -- Early childhood information](#)  
Learn about early child development.

[American Academy of Pediatrics Parenting Corner](#)  
Features topics of interest to parents such as car safety seat guidelines, immunization information, common childhood illnesses, ADHD, books of interest and much more.

[Center for Disease Control](#)  
Find information on a wide variety of topics related to new parents, parents of toddlers and preschoolers and preventing child abuse and neglect.

[National Center on Shaken Baby Syndrome](#)  
Education and information on Shaken Baby Syndrome.

[MCH Library](#)  
An Online Directory for Finding Community Services for Children and Families

[Child Welfare Information Gateway](#)  
Important information on Dad's influence on child development.

[Boys and Girls Clubs](#)  
Find information about locations and programs.

[USA4 Military Families](#)  
Seeks to engage and educate state policymakers, not-for-profit associations, concerned business interests, and other state leaders about the needs of military members and their families.

**Youth Services**

**Youth Services**

The Youth Center is located on Fort Bragg at the corner of Reilly & Normandy Drive, Bldg. 4-1431 and offers a variety of programs to our youth to include Middle School/Teen programs, Specialized Involvement Activities, and Youth Sponsorship. Please call 910-

396-KIDS (5437) or 910-907-KIDS or visit their website at [www.fortbraggmwu.com/tolson.php](http://www.fortbraggmwu.com/tolson.php) for more information on other services they offer.

#### *Youth Center*

Pope Airmen and their families will utilize The Tolson Youth Activities Center located on Fort Bragg at the corner of Reilly & Normandy Drive, Bldg. 4-1431. For more information on hours of operation, services and programs offered go to [www.fortbraggmwr.com/tolson.php](http://www.fortbraggmwr.com/tolson.php) or call 910-396-5437 or 910-907-5437.

#### *School Age Program*

The School Age Program is accredited through the National Afterschool Association, and has earned all 5 Stars through the North Carolina licensing agency. This developmental program offers care before and after school, and during school holidays.

The School Age Services (SAS) are located on Fort Bragg at the Soldier Support Center on the 5th floor. Please contact their office at 910-396-5780 or visit their web site at [www.fortbraggmwr.com/sas.php](http://www.fortbraggmwr.com/sas.php)

#### *Youth Sports*

Youth Sports teaches leadership, teamwork, skills improvement, and sportsmanship while having fun learning the various aspects of soccer, flag football, Installationball, cheerleading and basketball. All coaches are specially trained and certified by the National Youth Sports Coaches' Association.

#### *Recreation Program*

The Youth Programs' Social Recreation Program includes health and fitness activities, learning about how to make smart choices, cooking, leadership, citizenship and just plain fun. Trained staff are on hand to facilitate exciting programs like lock-ins, field trips, carnivals and fun days.

---

## New Parent Support Program

### **General Program Description**

The New Parent Support Program offers information, support and guidance to military families who are expecting a child or have a child 3 years old or younger. Services are provided free of charge to eligible families. Program staff provides support in the areas of pregnancy, labor and delivery, infant and toddler care and safety, growth and development, parenting and family relationships through home visits, classes, support groups and referrals to community services. New Parent Support Program staff understands the impact that military life can have on expectant and new families and assists families in coping with these special situations. Program services are tailored to each family's unique circumstances and can help with preparing for parenthood, parenting skills, understanding growth and development, couple communication and stress management.

### **Staff qualifications**

New Parent Support Program services are provided by registered nurses and licensed medical social workers.

### **Eligibility**

Program services are available to military families with an expectant mother or with children 3 years of age or younger.

### **Enrollment**

To find out more, contact your installation's Family Advocacy Program office. Visit [Military INSTALLATIONS](#) and select Family Advocacy Program and your installation from the drop-down menus.

## Airmen & Family Readiness Center (A&FRC)

### **Programs and services**

As a gateway to the resources you need, A&FRC provides information, support and services to help you balance the demands of military life. The Airmen & Family Readiness Center is one part of the overall Family Readiness System, which is the network of agencies, programs, services, partnerships and individuals that supports your personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness. It should be one of your first stops once you arrive at a new installation. The programs and services are a key resource for you and your family. They include:

- **Deployment support** assists you and your family during all phases of the deployment cycle, providing workshops and services to help meet the challenges of deployment, as well as information and referral to deployment-related resources. Services include education briefings for deploying members and families, support services, morale calls and service-specific programs.
- **Pre-Deployment** Classes are held Tuesday at 1000 hrs. bldg. 430, the A&FRC.
- **Relocation assistance** provides an array services to meet your moving needs. Relocation services include, but are not limited to, relocation workshops that help you prepare for a move, information on installations and communities worldwide

and, where offered, a loan closet for basic household items. Relocation assistance also includes assistance with in-transit emergencies. Military and Family Support Centers work with other installation agencies to keep relocation information current, timely and relevant to allow you to make informed decisions and ensure you experience a smooth and successful move.

- **Personal financial management** provides information, education and one-on-one financial counseling to assist you and your family in maintaining your financial readiness. Services are designed to address money management issues throughout your active-duty lifecycle and into retirement. Financial readiness educational opportunities range from basic planning to long-term investing.
- **Employment assistance** offers comprehensive information, tools and resources to support career exploration, training and licensing, and employment readiness. Military and Family Support Centers may offer career counseling, local labor market information, trend tracking, skills and interests identification, job bank referrals and resources for self-employment.
- **Military Family Life Counselor** provides information and education to assist you and your family in developing resilience skills that can help as you navigate your mobile military lives.
- **Information and Referral** can assist you in identifying and clarifying needs to determine appropriate forms of assistance and in locating services and programs available both on and off your installation.
- **Transition Assistance Program** prepares separating, retiring and demobilizing service members (and their families) with the information, skills and knowledge necessary for a successful transition from military to civilian life. The first step in your transition process is to complete the congressionally mandated pre-separation counseling session, which furnishes detailed information on the various benefits and services available. Military and Family Support Centers may provide other services, such as counseling and family advocacy. Services vary by location.

## Installation Specific

### *Pre-Separation*

The briefings are held on every 1<sup>st</sup>, 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays at 0800 for all members separating/retiring. The briefing usually lasts about 2 ½ hours and is conducted at the Airman & Family Readiness Center (A&FRC), 829 Armistead Street, Pope Air Field. Please call 394-2538 to schedule your appointment as soon as possible due to your projected separation/retirement date. If you have already attended the briefing, please send an email with the date you attended. If you have decided to re-enlist or extend your enlistment at this time, you are still required to attend.

The A&FRC has computers with laser printers to assist in preparing your job search paperwork such as resumes, cover letters, applications, etc.

Other available resources include internet access, employer information, computerized job listings, and many employment related books, videos, and pamphlets in our Career Resource Center. Many of these services are also available for your spouse. If you have any questions, please email or call the A&FRC at 394-2538.

## Employment

### **Employment Opportunities**

Plan to contact the Airman and Family Readiness Center Employment Assistance Program in the Airman and Family Readiness Center upon arrival at Pope Army Airfield. You will be able to obtain information on a wide variety of employment issues.

### *Good Prospects*

Locally, continued growth will be manifest in service areas including warehouses, restaurants, fast food and telemarketing.

### *Fair Prospects*

Positions are available in various career fields on and off Installation. Since Pope is a BRAC Installation, positions are limited.

### *Local Economic Climate*

Fayetteville is ranked as the fourth largest metropolitan area in North Carolina. The area's largest employers are: Fort Bragg, Cumberland County Schools, Goodyear Tire Co., Cape Fear Valley Medical Center, Cumberland County Government, Puroator, City of Fayetteville, Puroator, and Fayetteville Technical Community College. Hundreds of small businesses also contribute needed services and products to a growing population. Fayetteville serves as the region's hub for shops, restaurants, services, lodging, health care and entertainment. Fayetteville boasts a low unemployment rate of 4.5 percent with a large labor pool of trained professionals.

### **Employment Documentation**

For job hunting purposes, be sure to hand carry all employment records and documents, resumes, SF 171, 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 visit the [Employment Security Division of North Carolina](#).

### **Tuition Assistance**

For information on MyCAA and Military Spouse Education and Career Opportunities, visit [Military OneSource](#).

## Relocation Assistance

### Programs and Services

If a permanent change of station, or PCS, is in your future, you may have questions about moving. As part of the Military and Family Support Center, the Relocation Assistance Program provides services and resources to help make this transition as smooth as possible. Here's what they offer:

- **Individual PCS planning** — Most relocation programs offer one-on-one consultation. In particular, those making their first military move, those making their first overseas move or those with challenging or complex situations must schedule to attend the overseas' relocation briefing by contacting 910-394-2538 or DSN 424-2538 held the 2<sup>nd</sup> Wednesday at 1300 at the A&FRC.
- **Military INSTALLATIONS and Plan My Move** — For managing and planning your move, you may want to take advantage of these DoD-sponsored online relocation tools. You can estimate expenses, locate forms for housing and property shipments, and create a moving calendar.
- **Fort Bragg Airborne Attic** —Offers basic household goods while your personal property is in transit. Typical items include pots and pans, dishes, silverware, irons, ironing boards and infant or toddler car seats. Generally, towels and bed linens are not available, so these should be packed in your express shipment. For more information go to [www.fortbraggmwr.com](http://www.fortbraggmwr.com) or call 910-907-2842.
- **Workshops and briefings** — Workshops vary from installation to installation, but you may find classes on purchasing real estate and renting, budgeting and finance, moving with children or general moving preparation.
- **Overseas briefings** —Smooth Move or PCS Briefing, and they provide essential information to prevent you from making uninformed and costly decisions before your move.
- **Settling-in services** — Welcome wagon services, local area tours (with child care sometimes provided), or basic household items to use until your goods arrive may be a part of your installation's settling-in services. Overseas arrival services may include introductory language classes and cultural awareness training.
- **Foreign-born spouse support** — Whether your question concerns immigration and naturalization, learning the English language or how to use local transportation, the relocation program provides assistance, classes and referrals.

### Installation Specific Information

Welcome to Pope Army Airfield. Nothing is more significant to us at the Airman and Family Readiness Center than the well-being of service members and their families. If you have just arrived in our area, we would like you to know that the Airman and Family Readiness Center has a Relocation Assistance Team that can provide you with information about this area and assist you in making informed decisions.

If you are moving your family near Pope Army Airfield, we can help you get answers to specific questions about the new area. If your household goods have not arrived, you may want to use items from the loan closet located at Fort Bragg, Bldg 8-7006-A, corner of Letterman & Ord Streets. Call 910-396-6013 (DSN) 236-6013 or visit <http://www.fortbraggmwr.com/airborneattic.php>. We hope you enjoy your stay at Pope Army Airfield. Remember your Airman and Family Readiness Center Relocation Assistance Team is available to assist you. Please do not hesitate to contact them at 910-394-2538, or visit the Airman and Family Readiness Center at 829 Armistead Street.

Programs for newcomers include Heart Link, Pope Newcomers Orientation, Give Parents A Break and Child Care for PCS. All of these programs provide free child care.

When you are not sure where an answer can be found regarding your move to Pope, the Pope Relocation Assistance Program office is the Point of Contact. We will provide an answer or make a referral to the particular organization that can help you. Please contact us at 910-394-2538 or DSN: 424-2538

## Loan Closet

**Airborne Attic Loan Closet.** Provides temporary household items which include but are NOT limited to: dish kits, blankets, sheets, pillows, small appliances, baby items, card tables, chairs and much more. For more information go to [www.fortbraggmwr.com](http://www.fortbraggmwr.com) or call 910-907-2842.

## Family Advocacy Program

### General Program Description

The Family Advocacy Program is the congressionally designated program responsible for the prevention of and response to child abuse, neglect and domestic abuse in military families. The Family Advocacy Program works in cooperation with civilian social service agencies, military and civilian medical providers, law enforcement, legal personnel, chaplains, and child and youth programs to provide a coordinated community response. The goal of the Family Advocacy Program is to promote the prevention, early identification, reporting and treatment of child and spouse abuse.

Program services vary by installation and generally include the following:

- Public awareness campaigns, education and support for couples and parents
- Parenting support at every age and stage, including New Parent Support Program home visits for expectant parents, new parents and families with young children
- Safety planning, advocacy and support for domestic abuse victims
- Clinical treatment for offenders and all affected family members as appropriate

### **Prevention, Education and Outreach**

Family Advocacy Program prevention, education and outreach services vary by installation and may be offered in coordination with military or civilian partners. Contact your installation Military and Family Support Center or Family Advocacy Program for local listings. Sample services include the following:

- Education and skill-building training on topics including stress or anger management
- Seminars on healthy relationships, couples communication or conflict resolution
- Parenting support, including the New Parent Support Program, playgroups, educational workshops and opportunities for parents and families at every age and stage
- Counseling or referrals to services tailored to meet specific family needs and schedules

### **Child Abuse and Neglect and Domestic Abuse Information and Reporting**

**Child abuse and neglect:** If you have concerns about a child's welfare or safety, whether at home or in the care of a Department of Defense child or youth program, find your local Family Advocacy Program under the Installation Contacts tab or contact any of the following:

- [Military OneSource](https://www.militaryonesource.com) (800-342-9647)
- Local child protective services, your state's reporting hotline or Child help National Child Abuse Hotline at 800-4-A CHILD (422-4453)
- For concerns about child abuse or neglect in a DoD child or youth program or school, your installation Family Advocacy Program or the DoD Child Abuse and Safety Violation Hotline at 800-790-1197 in the United States or 571-372-5348 overseas (not a crisis line)

**Call 911 or law enforcement if you witness abuse or neglect or a child is in imminent danger.**

**Domestic abuse:** If you or someone you care about needs help, confidential support is available. Please contact the following for information, support and assistance:

- Your installation Family Advocacy Program
- [Military OneSource](https://www.militaryonesource.com) (800-342-9647)
- [National Domestic Violence Hotline](https://www.nationaldomesticviolencehotline.org) (800-799-7233)
- [Americans Overseas Domestic Violence Crisis Center](https://www.americansoverseas.org) (international toll-free at 866-USWOMEN)

**Call 911 or law enforcement if you witness domestic abuse or someone is in immediate danger.**

### **Domestic Abuse Reporting Options**

**Restricted report:** In most instances, domestic abuse victims may request a **restricted report**, which allows for confidential medical care, counseling, victim advocacy and support services, such as safety planning and legal assistance, without command notification or a law enforcement investigation. A victim must contact a medical care provider or Family Advocacy Program professional to request the restricted reporting option.

**Unrestricted report:** If a domestic abuse victim requests an **unrestricted report**, the sponsor's commander is promptly notified, law enforcement is involved and administrative action against the offender may be taken. The victim remains eligible for all victim advocacy services, including safety planning, legal assistance and specialized support. Contact military law enforcement or the Family Advocacy Program to make an unrestricted report. In an emergency, call 911.

### **Eligibility Requirements**

Family Advocacy Program services are available to service members and family members eligible for care in a military treatment facility. Intimate partners and others may qualify for limited support and referrals as appropriate. Contact your installation Family Advocacy Program for details.

## **Financial Assistance**

### **Financial Preparedness**

Very few people have ever made money from a PCS move. Generally, there will be more expenses than you will be reimbursed for. You may have to buy and/or register new vehicles, put down first and last month's rent, restock your pantry, buy curtains, pay utility deposits, etc. It is best to begin planning for your move financially at least six months before you move. Try to anticipate your expenses and put money away. Above all, do not get advanced pay and spend it on a vacation or buying spree. That money is



just an advance and will have to be repaid. When you get to your new home, you may end up in financial trouble. You may get assistance with planning your move financially and dealing with financial problems from the Airman and Family Readiness Center.

## Emergency Assistance

### Planning for Emergencies

When traveling to Pope Army Airfield, if an emergency arises please look for the nearest military installation for help or services. You can contact the staff at the Airman & Family Readiness Center for Air Force Aide Assistance or information at 910-394-2538 or DSN: 312-424-2538. Or contact the local Red Cross Office wherever you are at the time of the emergency.

You can contact the staff at the Airman & Family Readiness Center for Air Force Aide Assistance or information at 910-394-2538 or DSN 312-424-2538. In addition, you can contact the local Red Cross Office wherever you are at the time of the emergency.

### Air Force Aide Assistance

The Air Force Aide Society expanded Child Care for PCS program to include Air Force members with retirement orders, to include TDRL orders. In addition to Air Force members with PCS orders, those members who are about to retire may be issued Child Care for PCS certificate for 20 hours of child care at the Installation they are departing. This certificate may be issued within 60 days of their date of departure, which is normally different from the date of retirement. During duty hours, contact 910-394-2538 or DSN:312-424-2538, for after duty hour support, contact the Pope Command Post at 910-394-9000 or DSN (312) 424-9000.

## Legal Assistance

### Legal Services

Pope Army Airfield's Legal Office is located at 259 Maynard Street in the 43rd Air Mobility Operations Group Bldg., 910-394-2341 or DSN: 424-2341. The Staff Judge Advocate is available to active duty members and can provide information and/or advice on many subjects to include the following:

1. Adoption
2. Consumer affairs
3. Domestic relations
4. Landlord/tenant disputes
5. Personal finances
6. Rental agreements
7. Voting
8. Automobiles and civil suits

Also available are free information pamphlets covering a number of legal topics.

### *Additional Services*

Notary services, claims processing, simple wills, and general and specific powers of attorney are also provided.

## Deployment Support

### Family Deployment Support

The Personal and Family Readiness program provides information, education, and individual assistance during all phases of deployment- pre-deployment, deployment and reunion-- for all active duty personnel and their families. Facilitates the Hearts Apart Support Group for spouses and families of remote or TDY personnel. Group meets regularly for a planned activity. There is also an active Key Spouse program on Pope Army Airfield.

## Installation Contacts

**Defense Service Network (DSN) Dialing Instructions:** The DSN is the provider of long-distance communications service for the Department of Defense (DoD). Every installation has a special DSN number and the numbers vary by world-wide location. In order to place a call using DSN, the caller must be using a military phone on an installation. Cell phones cannot dial DSN numbers. When dialing a DSN number from a United States installation to another United States installation, it is unnecessary to dial the DSN 312 area code. When dialing a DSN number to/from overseas locations, the DSN area code must be included. The operator can be reached at commercial (719) 567-1110. Please note that long distance charges may be incurred.

[Download Pope Army Airfield, North Carolina contacts »](#)

**Adult Education  
Centers**  
Installation  
Education Office

**Casualty Assistance  
Officer**  
Air Force -- Airman and  
Family Readiness Center

829 Armistead Street  
Pope Army Airfield,  
NC 28308-2373  
Phone 910-394-4692  
Fax 910-394-4692  
Mon – Fri 8:00 a.m. – 3:30 p.m.  
Thu – 9:30 a.m. – 3:30 p.m.  
Sat and Sun - Closed  
Holidays – Closed  
[Map](#)

829 Armistead Street  
Bldg. 430  
Pope Army Airfield, NC  
28308-2404  
Phone 910 394-2538 / 910 394-1442  
Phone (DSN) 312- 424-2538/1442  
Fax 910 394-4346  
Fax (DSN) 312-424-4346  
Mon-Fri 8:00 a.m. - 4:00 p.m.  
After duty hours contact the Pope Command Post:  
910 394-9000/DSN 312 424-9000  
[Email](#) | [Website](#) | [Map](#)

**Barber Shops**  
Barber Shop  
794 Armistead Street  
Pope Army Airfield,  
NC 28308  
Phone 910-497-5119  
Mon – Fri 9:00 a.m. – 6:00 p.m.  
Sat 10:00 a.m. – 3:00 p.m.  
Sun – Closed  
Holidays - Closed  
[Map](#)

**Child Development Centers**  
Child Development Center  
897 Armistead Street  
Bldg. 30  
Pope Army Airfield, NC  
28308  
Phone 910-394-4323 / 910-394-2724  
Phone (DSN) 312-424-4323  
Fax 910-394-1944  
Mon – Fri 6:00 a.m. – 5:30 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
[Map](#)

**Chapels**  
Chaplain Duty Officer  
Bldg. 285, Reilly Road  
Pope Army Airfield,  
NC 28308-2396  
Phone 910-394-3123  
Phone (DSN) 424-3123  
Mon – Fri 7:30 a.m. – 4:30 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
[Map](#)

**Commissary/Shoppette**  
Pope Shoppette/Class Six/Gas Station  
Armistead Road  
Pope Army Airfield, NC  
28308  
Phone 910-497-8181  
Mon – Fri 6:30 a.m. – 10:00 p.m.  
Sat – Sun 8:00 a.m. – 9:00 p.m.  
Holidays 8:00 a.m. – 8:00 p.m.  
[Website](#) | [Map](#)

**Civilian Personnel Office**  
Civilian Personnel Office - Pope Army Airfield  
440th ARW  
Bldg. 306  
Pope Army Airfield,  
NC 28308  
Phone 910-394-4054  
Phone (DSN) 424-

**DoD Schools**  
Albritton Middle School  
Fort Bragg, NC 28307  
Phone 910-907-0201  
Fax 910-432-4072  
[Email](#) | [Website](#) | [Map](#)

4054  
Mon – Fri 7:15 a.m.  
– 4:15 p.m.  
Sat and Sun –  
Closed  
Holidays – Closed  
[Website](#) | [Map](#)

**Dental Clinics**  
Dental Clinic - Pope  
Army Airfield  
5424 Reilly Road  
Bldg. M-260  
Pope Army Airfield,  
NC 28308  
Phone 910-570-  
3002/3003  
Phone (DSN) 312-  
424-3002  
Mon – Fri 7:30 a.m.  
– 4:30 p.m.  
Sat and Sun –  
Closed  
Holidays – Closed  
[Map](#)

**DoD Schools**  
Irwin Middle School  
Knox Street  
P.O. Box 70089  
(mailing address)  
Fort Bragg, NC  
28310  
Phone 910-907-  
0206  
Phone (DSN) 312-  
337-0206  
Fax 910-907-1247  
Mon-Fri – 8:00 a.m.  
– 4:00 p.m.  
Sat and Sun –  
closed  
Holidays - closed  
[Email](#) | [Website](#) |  
[Map](#)

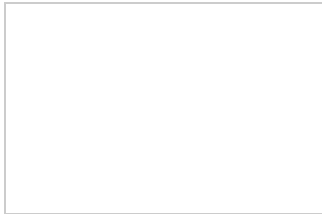
**EFMP - Family  
Support**  
Airman and Family  
Readiness Center –  
EFMP Family  
Support  
829 Armistead  
Street  
43d ABS/FSFR  
Pope Army Airfield,  
NC 28308  
Phone 910-394-  
2538  
Phone (DSN) 312-  
424-2538  
Fax 910-394-4346  
Fax (DSN) 312-424-

**EFMP - Enrollment**  
SNAIC - EFMP Enrollment  
43 Medical Group  
Bldg. 430  
Armistead Street  
Pope Army Airfield, NC  
28308  
Phone 910-394-4700  
Phone (DSN) 312-424-  
4700  
Fax 910-394-4346  
Fax (DSN) 312-424-4346  
Mon – Fri 7:30 a.m. –  
4:30 p.m.  
Sat – Sun Closed  
Holidays – Closed  
[Website](#) | [Map](#)

**Emergency Relief  
Services**  
Air Force Aid Society  
829 Armistead Street  
43d ABS/FSFR  
Pope Army Airfield, NC  
28308  
Phone 910-394-2538 /  
after duty - contact  
Command Post at 394-  
9000  
Phone (DSN) 312-424-  
2538  
Fax 910-394-4346  
Fax (DSN) 312-424-4346  
Mon – Fri 8:00 a.m. –  
4:00 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
After duty hours (910-  
394-9000)  
[Website](#) | [Map](#)

**Family Center**  
Airman and Family  
Readiness Center  
829 Armistead Street  
43d ABS/FSFR  
Pope Army Airfield, NC  
28308  
Phone 910-394-2538  
Phone (DSN) 312-424-  
2538  
Fax 910-394-4346  
Fax (DSN) 312-424-4346  
Mon – Fri 8:00 a.m. -  
4:00 p.m.  
Sat and Sun - Closed  
Holidays – Closed  
[Email](#) | [Website](#) | [Map](#)

4346  
Mon – Fri 8:00 a.m.  
- 4:00 p.m.  
Sat – Sun Closed  
Holidays – Closed  
[Email](#) | [Website](#) |  
[Map](#)



**Family Advocacy Program**  
Family Advocacy Program  
Soldier Support Center  
Fort Bragg, NC  
28308  
Phone 910-396-5521  
Fax 910-907-3048  
Mon – Fri 8:00 a.m. – 5:00 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
[Map](#)

**Finance Office**  
Finance Office Customer Service  
384 Maynard, Bldg. 308  
Pope Army Airfield, NC  
28308  
Phone 910-394-2276  
Phone (DSN) 312-424-2276  
Fax 910-394-2589  
Fax (DSN) 312-424-2589  
Mon – Fri 8:00 a.m. – 3:00 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
[Map](#)

**Family Child Care/Child Development Homes**  
Family Child Care Program  
Soldier Support Center  
Fort Bragg, NC  
28308  
Phone 910-396-3415  
Phone (DSN) 312-424-3415  
Fax 910-394-1944  
[Map](#)

**Gymnasiums/Fitness Centers**  
Fitness Center  
763 Armistead Street  
Pope Army Airfield, NC  
28308  
Phone 910-394-2671  
Mon – Fri 5:00 a.m. – 11:00 p.m.  
Sat 8:00 a.m. – 7:00 p.m.  
Sun 8:00 a.m. – 7:00 p.m.  
Holidays 8:00 a.m. – 6:00 p.m.  
[Map](#)

**Financial Institutions**  
Credit Union - Pentagon Federal Credit Union  
400 Sonic Street  
Pope Army Airfield , NC 28308  
Phone 1-800-247-5626  
Mon – Fri 8:30 a.m. – 4:30 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
[Map](#)

**Housing Office/Government Housing**  
Covias Military Housing - Leasing and Relocation Center  
426 Souter Place  
Fort Bragg, NC 28310  
Phone 910-495-0878 / 1-888-525-HOME  
Mon – Fri 8:00 a.m. – 4:30 p.m.  
Sat – 10:00 a.m. – 3:00 p.m.  
Sun – Closed  
Holidays - Closed  
[Email](#) | [Website](#) | [Map](#)

**Hospitals/Medical Treatment Facility(s)**  
Troop and Family Medical Clinic

**ID/CAC Card Processing**  
Installation Inprocessing  
384 Maynard, Bldg 308  
MPF (Military Personnel)

Knox and McComb  
Streets, Fort Bragg  
Pope Army Airfield,  
NC 28308  
Phone 910-907-  
2778 / 877-874-  
2273 appt. line  
Phone (DSN) 312-  
670-3010/3082  
Fax 910-394-1865  
Mon – Fri 7:30 a.m.  
– 4:30 p.m.  
Sat and Sun –  
Closed  
Holidays – Closed  
[Map](#)

Section)  
Pope Army Airfield, NC  
28308  
Phone 910-394-  
1934/2224  
Mon – Fri 7:30 a.m. –  
3:30 p.m.  
Thursdays - Closed  
Sat and Sun - Closed  
[Map](#)

**Housing Referral  
Office/Housing  
Privatization**  
Covias Military  
Housing - Leasing  
and Relocation  
Center  
426 Souter Place  
Fort Bragg, NC  
28310  
Phone 910-495-  
0878 / 1-888-525-  
HOME  
Mon – Fri 8:00 a.m.  
– 4:30 p.m.  
Sat – 10:00 a.m. –  
3:00 p.m.  
Sun – Closed  
Holidays - Closed  
[Email](#) | [Website](#) |  
[Map](#)

**Legal Services/JAG**  
Legal Assistance - Staff  
Judge Advocate  
374 Maynard Street,  
Suite A  
Pope Army Airfield, NC  
28308-2381  
Phone 910-394-2341  
Fax 910-394-1508  
Mon – Fri 7:15 a.m. –  
4:15 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
[Map](#)

**Information and  
Referral Services**  
Information and  
Referral  
43d ABS/FSFR, 829  
Armistead Street  
Pope Army Airfield,  
NC 28308  
Phone 910-394-  
2538  
Phone (DSN) 312-  
424-2538  
Fax 910-394-4346  
Fax (DSN) 312-424-  
4346  
Mon – Fri 7:30 a.m.  
– 4:30 p.m.  
Sat and Sun –  
Closed  
Holidays – Closed  
[Map](#)

**Non-appropriated  
Funds (NAF) Human  
Resources**  
Non-Appropriated Fund  
(NAF) Human Resources  
Jackson Street  
Bldg. 2-1414  
Fort Bragg, NC 28307  
Phone 910-396-  
3113/8933  
Fax 910-396-1968  
Mon – Fri 8:30 a.m. –  
3:30 p.m.  
Sat and Sun – Closed  
Holidays – Closed  
[Website](#) | [Map](#)

**MWR (Morale  
Welfare and  
Recreation)**

Army Community  
Services (ACS)  
Soldier Support  
Center  
3rd Floor  
Fort Bragg, NC  
28307  
Phone 910-396-  
8682/8683 / 1-800-  
958-4759  
Mon - Fri 7:30 a.m.  
- 3:30 p.m.  
Sat and Sun -  
Closed  
Holidays - Closed  
[Map](#)

**Relocation Assistance  
Program**

Relocation Assistance  
Program  
43d ABS/FSFR 829  
Armistead Street  
Pope Army Airfield, NC  
28308  
Phone 910-394-2538  
Phone (DSN) 312-424-  
2538  
Fax 910-394-4346  
Fax (DSN) 312-424-4346  
Mon - Fri 8:00 a.m. -  
4:00 p.m.  
Sat and Sun - Closed  
Holidays - Closed  
[Email](#) | [Map](#)

**Personal Financial  
Management  
Services**

Personal Financial  
Management  
Program (PFMP)  
43d ABS/FSFR,384  
Maynard, Bldg. 308  
Pope Army Airfield,  
NC 28308-2375  
Phone 910-394-  
2538  
Fax 910-394-4346  
Mon - Fri 8:00 a.m.  
- 4:00 p.m.  
Sat and Sun -  
Closed  
Holidays - Closed  
[Map](#)

**School Liaison  
Office/Community  
Schools**

School Liaison Office  
829 Armistead Street  
Pope Army Airfield, NC  
28308  
Phone 910-394-2538  
Phone (DSN) 312-424-  
5238  
Fax 910-394-4346  
Mon - Fri 8:00 a.m. -  
4:00 p.m.  
Sat and Sun - closed  
Federal Holidays - closed  
[Website](#) | [Website](#) | [Map](#)

**School Age Care**

School Age Services  
Administrative  
Office  
Soldier Support  
Center  
5th Floor  
Fort Bragg, NC  
28307  
Phone 910-396-  
5780  
Phone (DSN) 312-  
236-5780  
Fax 910-396-4048  
Mon - Fri 8:00 a.m.  
- 5:30 p.m.  
Sat and Sun -  
Closed  
Holidays - Closed  
[Website](#) | [Map](#)

**Temporary  
Lodging/Billeting**

Lodging Office - Airborne  
Inn  
Moon Hall on Darby Loop  
Fort Bragg, NC 28308-  
2310  
Phone 910-394-4131  
Phone (DSN) 312-424-  
4131  
Fax 910-394-4192  
Fax (DSN) 312-424-4192  
24 hours, 7 days a week  
[Email](#) | [Website](#) | [Map](#)

**Spouse Education,  
Training and  
Careers**

Army Community  
Services (ACS)  
Soldier Support  
Center  
3rd Floor  
Fort Bragg, NC  
28307  
Phone 910-396-  
8682/8683 / 1-800-  
958-4759  
Phone (DSN) 312-  
236-8682  
Mon – Fri 7:30 a.m.  
– 3:30 p.m.  
Sat and Sun –  
Closed  
Holidays – Closed  
[Map](#)

**Veterinary Services**

Veterinary Treatment  
Facility (VTF)  
Bldg. 2-7606, Reilly Road  
Fort Bragg, NC 28310-  
5000  
Phone 910-396-6473 /  
910-396-9120  
Phone (DSN) 312-236-  
9120/6473  
Fax 910-396-3882  
Fax (DSN) 312-236-3882  
Mon - Fri 8:00 a.m. -  
4:00 p.m.  
Sat and Sun – closed  
Holidays - closed  
[Website](#) | [Map](#)

**Transition  
Assistance  
Program**

Transition  
Assistance Program  
829 Armistead  
Street  
43d ABS/FSFR  
Pope Army Airfield,  
NC 28308  
Phone 910-394-  
2538  
Phone (DSN) 312-  
424-2538  
Fax 910-394-4346  
Fax (DSN) 312-424-  
4346  
Mon – Fri 8:00 a.m.  
– 4:00 p.m.  
Sat and Sun –  
Closed  
Holidays – Closed  
[Map](#)

**Veterinary Services**

Veterinary Treatment  
Facility (VTF)  
Bldg. 2-7606, Reilly Road  
Fort Bragg, NC 28310-  
5000  
Phone 910-396-6473 /  
910-396-9120  
Phone (DSN) 312-236-  
9120/6473  
Fax 910-396-3882  
Fax (DSN) 312-236-3882  
Mon - Fri 8:00 a.m. -  
4:00 p.m.  
Sat and Sun – closed  
Holidays - closed  
[Website](#) | [Map](#)

**Youth  
Programs/Center  
s**

Youth Center  
Tolson Youth  
Activities Center  
Reily & Normandy  
Drive  
Fort Bragg, NC  
28307  
Phone 910-396-  
5780  
Phone (DSN) 312-  
236-5780  
Mon – Fri 8:00  
a.m. – 5:00 p.m.  
Sat and Sun –  
Closed  
Holidays – Closed  
[Map](#)

