Military INSTALLATIONS:
Content Manual for MAJOR INSTALLATIONS

July 2016
Two Department of Defense websites, Plan My Move and MilitaryINSTALLATIONS, are designed to support the mobile military life by providing quality-of-life information to military service members and their families. The content that relocation assistance and information and referral personnel provide populates both web applications and serves as a reliable source of information for military families when they relocate. Therefore, it is important that the information reflected on these sites is accurate and up to date.
The Defense Installation Messaging System

The Defense Installation Messaging System, or DIMS, is a communication tool that connects relocation assistance and information and referral personnel to the editors who maintain the MilitaryINSTALLATIONS and Plan My Move websites. Relocation service providers in the field provide content and updates through the DIMS application. The DIMS editors review all the content prior to publication on the internet.

Relocation service providers will find instructions for creating a DIMS account and using the application in the DIMS User Guide. The Relocation 101 training, available on My Training Hub, offers a course covering the DIMS application. Any technical questions should be directed to the help desk, which can be reached at 888-363-6431 or by email at support@militaryonesource.mil. Once you’ve completed the registration process and your account request is approved, you will receive an approval email. You may then access DIMS to send updates to your installation’s content.

Articles

Content for articles is provided by both installation-level service providers and by headquarters-level Department of Defense personnel. Standard articles, written and updated by headquarters-level DoD personnel, cannot be changed by installation-level personnel. The following table lists the articles by each category. After the table, you’ll find details on installation-specific articles and combination articles, which both require input and updates from installation-level relocation assistance and information and referral service providers.

<table>
<thead>
<tr>
<th>Standard Articles: Content provided by the Department of Defense</th>
<th>Installation-Specific articles: Content provided by installation relocation service providers</th>
<th>Combination articles: Content provided by installation relocation service providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child and Youth Programs</td>
<td>Check-In Procedures</td>
<td>Family Center</td>
</tr>
<tr>
<td>Education Directory (EFMP)</td>
<td>Child Care</td>
<td>Health Care</td>
</tr>
<tr>
<td>EFMP</td>
<td>Colleges/Technical Training</td>
<td>Health Care/Special Needs</td>
</tr>
<tr>
<td>Family Advocacy Program</td>
<td>Deployment Support</td>
<td>Household Goods</td>
</tr>
<tr>
<td>Local Schools</td>
<td>Directions</td>
<td>Housing</td>
</tr>
<tr>
<td>Overseas Schools</td>
<td>Education</td>
<td>Library</td>
</tr>
<tr>
<td>Preparing for Your Move (EFMP)</td>
<td>Emergency Assistance</td>
<td>Motor Vehicles</td>
</tr>
<tr>
<td>Sponsorships</td>
<td>Employment</td>
<td>New Parent Support Program</td>
</tr>
<tr>
<td></td>
<td>Fast Facts</td>
<td>Relocation Assistance</td>
</tr>
<tr>
<td></td>
<td>Financial Assistance</td>
<td>Special Education/EIS</td>
</tr>
<tr>
<td></td>
<td>Government Houses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Household Goods</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Installation Overview</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Legal Assistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Loan Closet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shipping Pets</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Temporary Housing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Youth Services</td>
<td></td>
</tr>
</tbody>
</table>
## Installation-Specific Articles

### Check-in Procedures
For this article, include details on the in-processing procedures, both during and after duty hours. Discuss the importance of submitting the proper leave request prior to taking permissive leave for a house-hunting trip. Mention the sponsor’s role during these processes and how a service member can obtain a sponsor.

### Child Care
Provide a summary of child care services available on your installation, including information on eligibility, registration, fees, waiting lists, hourly care and special needs care. Offer information on preschools, family child care providers and school-age care programs available on the installation, as well as how to register for services. Provide a link to the DoD-wide site for child care information, MilitaryChildCare.com.

Do not list the providers.

### Colleges/Technical Training
This article is specific to your installation, but you may want to use the following subheadings:

- **Installation education center**
  Offer information on continuing education services available on the installation. If applicable, discuss classes offered to prepare individuals to take specific exams, such as the GED, the College Level Examination Program and college admission tests.

- **Tuition assistance**
  Offer information on tuition assistance, including the My Career Advancement Account Scholarship program for military spouses.

- **Colleges**
  Identify any college or university offering classes on the installation and include their websites. Give an idea of the fees and classes offered and if there is tuition assistance available for family members.

### Deployment Support
You’ll want to discuss the installation’s family support program and how it can assist deploying and returning troops. Be sure to include contact information. Also, include information on pre-deployment briefings and programs for the children of deployed service members.
Directions
With this installation-specific content, you may organize your information into the following subheadings depending on your installation’s needs:

Airport information
Include airports serving the area, with information on transportation from the airport, airport welcome centers and USO facilities.

Driving directions
Be sure to include any special directions for the front gate, if applicable.

Mass transit
Include currency needs (for overseas locations).

Education
If the installation has a DoD school(s), the text box in the upper right-hand corner of this page contains links directly to your schools’ website and the DoDEA test scores. The DoD school articles have been edited to include direct links to the schools’ test scores as well.

You may use these suggested subheadings:

Introduction
- Give a broad overview of the educational system in the local area, including information on DoD schools, public and private schools, and home-schooling options.
- Include information about accreditation, bus services, before- and after-school programs, and sports programs.
- Be sure to include information on exceptional children programs.
- Include information on enrollment numbers, student-teacher ratios, standardized test scores and other applicable statistics.
- Discuss the availability of magnet schools, grading systems, alternative education programs and any situations unique to your area.

Adult education
Offer an overview of education opportunities for adults and refer readers to the “Colleges/Technical Training” article.

Emergency Assistance
For this installation-specific article, you may want to include with the following subheadings:

Emergency services
Include Army Emergency Relief, Navy/Marine Corps Relief or Air Force Aid Society.

American Red Cross
Include information on availability on your installation or in the local community.
Installation Information and Referral office.

Salvation Army
Include information on availability on your installation or in the local community.

2-1-1 (if available)
Employment
For installation-specific information in this article, you may use these suggested subheadings:

Employment options
Offer information regarding employment opportunities as well as unemployment rate information for your area. Mention the types of opportunities available for family members. Include information on the state and county employment office and other applicable resources.

Family member employment assistance program
Include information on the installation’s program, as well as information on employment opportunities on the installation.

Employment documentation
Mention the importance of hand carrying employment records and documents. For example, you could say, “For job hunting purposes, be sure to hand carry all employment records and documents, resumes, SF 171, SF 50, transcripts, certificates and licenses.”

Unemployment benefits
Offer a brief description of your state’s policy regarding unemployment compensation for the families of relocating service members.

Your installation’s Transition Assistance Program

Fast Facts
Fast Facts is the first page a visitor on MilitaryINSTALLATIONS sees when viewing your installation’s pages, so be sure to review it carefully and update links, website information, phone numbers, contact information and other pertinent information as needed. The subheadings listed below may be changed based on your installation’s needs:

Location
Include the installation’s country, province or state, county and nearest city or town. Do not include the physical address. Link to the installation’s home page, Facebook and Twitter accounts and video, as applicable. List any nearby installations along with links to their websites.

Cost of living
Indicate the nearest town or city and compare the cost of living to the national average. Include tax information if important.

Base operations
Include both commercial and DSN numbers.

Population
Include the number of active-duty service members, family members, Guard and reserve members and contractors.

Area population
Include the population of the immediate area or nearest city, as appropriate.

Child care
Indicate available child care, both on and off the installation. Include phone numbers and websites, if applicable. Link to the DoD-wide site for child care information, MilitaryChildCare.com.
Schools
Include information on DoD schools, including the websites. Also include information on local schools, both public and private.

Youth services
Include the facilities available on the installation, along with phone numbers and websites.

Family center
Include the website and phone number for the installation Military and Family Support Center.

Housing
Include the number and types of government and privatized housing available with waitlist information, websites and phone numbers. Also include important information about community housing and a link to Homes.mil.

Employment
Include local unemployment rates and other important information on employment opportunities both on and off the installation.

Base services
Include the Morale, Welfare and Recreation website, commissary and exchange information, as well as information for banking on your installation.

Medical services
Include a description of on-installation medical services, including websites, if applicable. List local, off-installation hospitals or medical facilities.

Special messages
Use this section to include anything important or unique to your installation such as dangerous dog restrictions or a lack of child care in the area.

Financial Assistance
Following are suggested subheadings for this installation-specific article:

Financial assistance
Offer a brief summary of services offered, especially those offered through the Military and Family Support Center. Reference financial preparedness workshops, if available.

Area cost of living
Include information on the cost of living allowance, if available. You may link to the Defense Travel Management Office website for CONUS and OCONUS COLA rates. You may also link to the Bureau of Labor and Statistics Consumer Price Index for local cost-of-living data.

Government Housing
Provide a link to Move.mil, along with other installation-specific content. Below are suggested subheadings for this installation-specific article:

Family housing
- Discuss the number and sizes of available housing with wait times, application procedures and priority availability for special needs issues.
Include the link for the installation’s housing office, as well as links to housing sites that include floor plans. Include privatized housing, if applicable.

Offer information on pet policies, check-in procedures and, for overseas locations, policy on non-command sponsored family members.

**Single service member housing**
Offer information on types of housing, availability, eligibility and application procedures.

**Housing for families with special needs**
Include information on priority housing for incoming families, adapted units (with photos, if available) and generators for families with significant medical needs that require power for medical equipment.

**Household Goods**
In the installation-specific text for this article, you’ll want to briefly explain the household goods processes on your installation. Provide a link to [Move.mil](https://move.mil).

**Installation Overview**
Like the Fast Facts, this topic is completely installation specific. Recommended subheadings and content length suggestions are listed below:

- **Location**
  - Include country, region, state, county, city and town (but not the street address).
  - Indicate if this is a military town or area.
  - Indicate if this is a high- or low-cost area.
  - Include something unique about the area to entice the reader.
  - Include the telephone number of the installation operator.
  - Include links to installation website, videos and PDF welcome packets.

- **History**
  Include one paragraph about the installation’s history, as well as a link to the installation home page.

- **Mission**
  Include one paragraph about the installation’s mission and briefly mention the major commands on the installation.

- **Population served**
  Populations may include DoD personnel, families, civilians and joint services.

- **Base transportation**
  Discuss the installation transportation options including taxis, bus services and shuttles.

- **Sponsorship**
  In no more than two paragraphs, include the following information:
  - Explain how someone finds a sponsor.
  - Explain the sponsorship process, including what a sponsor provides to a newcomer.
  - Explain what should happen with mail for someone en route.
Temporary quarters
In a single paragraph, include the answers to the following questions:
- How and where will a family spend their first night?
- Can reservations be made in advance?
- Do personnel with PCS orders have priority for rooms?
- Does the temporary quarters facility allow pets? If not, offer alternatives.

Relocation assistance
Include a one-paragraph write-up of the services provided by the Relocation Assistance Program. Be sure to include the phone number.

Critical installation information
This paragraph should include information relevant to your installation, such as joint-base information, deployment information, GPS information, money matters (currency needs), housing issues, child care issues and any specific laws or regulations, such as dangerous dogs laws.

Travel planning
Include information on temporary lodging reservations and any unique information about temporary lodging in your area. For areas subject to command sponsorship, discuss the consequences of traveling with non-command sponsored family members.

Reporting procedures
Discuss reporting procedures during and after duty hours. Mention a sponsor’s role during check-in.

Getting married en route
Use this statement: “If you get married before you PCS, you must inform your commander and follow the procedures exactly as you are given them. The military will not pay for the travel and housing of your spouse if you do not follow proper procedures.”

Legal Assistance
This installation-specific article should give a synopsis of services available on the installation and eligibility for these services.

Loan Closet
If your installation has a loan closet, you may include information on location, available items and borrowing procedures. If you installation does not have a loan closet, may want to include information on local thrift stores.

Shipping Pets
When addressing this topic, be sure to include information on pets other than cats and dogs. Following are the suggested subheadings:

Boarding
Include information on local boarding facilities, but include a statement that the installation does not endorse or recommend a specific facility. Emphasize the need for the transferee to make pet boarding arrangements prior to arrival.
Transportation
Discuss overall consideration of traveling with pets, including the health of the animal. Mention travel restrictions and requirements for those traveling by air.

Quarantines
Briefly explain location-specific quarantine laws and regulations, both on and off the installation. Mention fees, if applicable. If no quarantine is required, be sure to mention that.

Vaccinations, licensing and registration
Briefly explain location-specific licensing requirements and leash laws, both on and off the installation.

Veterinary services
If applicable, briefly describe services offered through the installation veterinary clinic, including eligibility requirements.

Temporary Housing
This article is completely installation specific, but you may choose to use these subheadings:

Available facilities
Be sure to include location and website links, if applicable. Offer information on costs, registration procedures, maximum length of stay and pet restrictions.

Special needs
Include information on units available for families with special needs.

Youth Services
Below are the suggested subheadings for this installation-specific article:

Youth centers
Include a description of the centers on your installation, with addresses, age and fee requirements, enrollment procedures and available dates and hours.
Include information on these programs, as applicable:

Youth recreation and sports
Youth Sponsorship Program
Youth social programs
Youth religious programs
Boy Scouts and Girl Scouts

Combination Articles

Family Center
The following subheadings may be helpful in organizing the installation-specific portion of this article:

Location
Include the phone number and building number the Military and Family Support Center.
Services not available at your installation
Mention those services included in the existing, standard content that are not available on your installation.

Additional services
Include information on services your installation offers that you do not see listed in the existing, standard content.

Health Care
The following subheadings can serve as guidance for your installation-specific content:

Summary
Give a very brief summary of medical and dental services available on the installation and who is entitled to receive this care.

Military treatment facilities
Summarize where and how service members and their families can access services needed. You might include information on priority treatment, if applicable, to your area. Be sure to include information on dental services.

Local community resources
Include information on local hospitals and urgent care facilities with links to their websites.

TRICARE
Include your TRICARE region, as well as information on the local TRICARE office.

Health Care/Special Needs
If you add installation-specific content, please be sure it does not repeat or contradict the standard text.

Household Goods
This article includes standard content. You may include information specific to your installation through DIMS.

Housing
The installation-specific content should include an overview of the government housing available on your installation. Also include information on the availability and affordability of off-installation housing in your area. Be sure to include a link to Move.mil.

Library
This article includes standard content. You may include information specific to your installation through DIMS.

Motor Vehicles
In every CONUS installation file, standard content includes state information and a link to the state’s Department of Motor Vehicles website. If you wish to make revisions, send them through DIMS. Relocation service providers should include local information.

Installation vehicle registration information
Include any unique installation regulations. For overseas locations, please provide information on how to obtain a driver’s license and information on motor vehicles, including local laws and regulations.
New Parent Support Program
For the installation-specific content in this article, include details on the New Parent Support Program on your installation, such as enrollment procedures and supplemental services. Discuss other installation or civilian resources as applicable.

Relocation Assistance
For the installation-specific content in this article, be sure to describe the specific relocation services that are different and unique from those in the standard text. For example, you may want to include information on workshops and briefings, newcomer support, orientations, tours, cultural adaptation and English language classes. List location information and other contact information.

Special Education/EIS
This combination article includes standard text for installations with and without a DoD school and an Education & Developmental Intervention Services, or EDIS, program. The EDIS information may vary by installation and by service branch. The installation-specific content should include the services available on your installation, but please do not repeat or contradict the standard text. You may want to include community information to enhance this topic.

Contacts
Like the articles, changes to your installation’s contacts may be submitted through DIMS. When submitting changes to contacts, do not send a complete replacement without sending the original and showing exactly what has changed. Use Microsoft Word with Track Changes or highlight your changes in some way.

The contact directory includes numerous contact options. Each installation must provide a location contact and a contact for the Relocation Assistance Program. Other contacts will depend on the available programs and services on your installation. Refer to the drop-down menu in the DIMS Contacts tab for a list of your installation’s contacts.

All contacts should include with the following information, as applicable:

- Title
- Complete physical street address including street, city, state and ZIP code
- Complete mailing address if different from physical address
- Commercial and DSN phone numbers
- Email (up to three; names will not appear to the public)
- Website (up to three)
- Hours of operation in civilian time

When reviewing your contacts, be sure all the information is spelled correctly, phone numbers include areas codes (overseas numbers should be written as if dialing from the United States), and all URLs begin with http://.
**Major Unit Listings**

Important major unit listings are determined by the installation. All major unit listings must include a commercial phone number, a DSN phone number and a DSN fax number. Addresses are not included in the major unit listings, but websites may be included. Set up major unit listings according to the following example:

- Name of the unit
- Contact position, if applicable (for example: commander)
- Phone numbers, commercial and DSN
- Unit website addresses

**Photos**

Images, pictures or other artwork to appear as content must meet the following specifications:

- **Format:** JPEG/JPG (preferred), PNG or GIF files only
- **File size:** No larger than 100 KB per image
- **Maximum image dimensions:** 640x480 pixels (total pixel size no larger than 307,200 pixels). If you have trouble resizing photos, contact the help desk for assistance (888-363-6431 or support@militaryonesource.mil).
- **Scanned photo dpi:** 300 dpi. Use 4-inch by 5-inch or 4-inch by 6-inch photos for best results.
- **Captions or descriptions:** Include a description with the image in the message field.
- PowerPoint or Word documents with multiple photos for the installation photo gallery will not be accepted.
- Submit your photo title and description (optional), along with your image, in the message field. MilitaryINSTALLATIONS can accommodate as many photos as you would like for your installation.
- Photo submissions must be approved by your PAO before submission.