



Relocation Assistance Program eNewsletter Content Archives

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November 2013

Your Relocation Update

Greetings relocation program managers!

A new tool for professional development -- The Office of the Assistant Secretary of Defense Military Community and Family Policy has partnered with the Cooperative Extension Service and the U.S. Department of Agriculture/National Institute of Food and Agriculture to work on the following:

- Increase the availability of research-and evidence-based educational resources for military family service professionals
- Create and expand professional development opportunities for military family service professionals focused on using social media and Web conferencing
- Create opportunities for Cooperative Extension Service professionals and military family service professionals to engage and build relationships, discover resources and collaborate around issues pertinent to military family service professionals and military families
- Identify and develop new resources and online content addressing priority issues of military and non-military communities
- Increase opportunities for communities and organizations to engage with the Cooperative Extension Service to strengthen community capacity in support of military family service professionals

This partnership has developed a [Military Family Learning Network](#) to serve military family service professionals through engaged online communities. These communities identify and make use of the highest quality, best practices, research- and evidence-based information, educational and curriculum materials, and programming activities and efforts. The MFLN is made up of extension family specialists and military family service professionals from DoD, branch services and non-governmental organizations. Visit the website to learn more about the [Military Families Learning Network](#). Join the [webinar mailing list](#) or check out the MFLN blog connecting military family specialists and supporting those who serve!

In addition to these online communities, professional development opportunities through [Web conferencing](#) and online learning modules are available for military family service professionals. The [MFLN Military Families website](#) will serve as the hub for the online activities and engagement for the Military Families Learning Network.

Through the [eXtension](#) project we are building a site for the relocation community. What is "eXtension" and what is an "area of concentration?" This project will provide opportunities for collaboration and training within our own community. Look for updates in the coming newsletters.

File certification--We have noticed several comments in DIMS requesting certification. Thank you for your attention to your files. In order to get the banner removed from your file, you need to speak with your service representative and confirm you have reviewed the information. Forty-three of 316 installation files (14 percent) failed to certify. While this is not a terrible result, continued improvement is necessary. Because you have three months to accomplish this task of review and certification, from this point forward, files that have not been certified 30 days after the close of certification will be deactivated. The file will reactivate only after the service representative confirms the file has been certified. Since this is the first month the new process is in place, we are extending the timeline an additional 30 days, giving you until Dec. 1 to certify your information.

Your service representatives and OSD have [developed a process](#) to assist you in allocating time and labor to this task. Please review the table as a recommended procedure for review and certification. The schedule allows you to tackle one topic per month and send in messages each month. Even if you find no edits in the area of review, we are requesting you send the message saying you reviewed the topic and no edits were necessary. This will assist your service representatives when they review the quarterly certification report. Additionally, the new process will provide for timely messages and should make the task more manageable. Of course, if there is a topic that needs to be changed out of schedule, please do submit that request via DIMS as you do currently. This process simply provides a guideline to help better manage time and expectations (yours and the editors).

Helpful travel information--The following information was taken from the Foreign Service Institute October newsletter. Please inform your customers with pets of this very important information as you assist them in planning their move.

Delta Air Lines amends its policy on pets as checked baggage to ensure the best possible experience for customers traveling with pets. Effective Oct. 1, 2013, Delta is amending its policy for the acceptance of pets traveling as checked baggage, also referred to as animals in hold.

A health certificate will be required for all animals in hold for domestic travel. This change aligns Delta's domestic policy with its international policy. While this change adds a step for customers, it also helps to ensure their pets are healthy enough for travel.

Delta will require a minimum 48-hour advance notice to book an animal in hold. Advance notice allows Delta to review the booking prior to the customer's arrival at the airport to ensure that the pet is not booked on an aircraft that restricts animals in hold.

Due to recent aircraft modifications, Delta will no longer accept live animals for travel as checked baggage on any flights utilizing Airbus A330-200 aircraft. This does not apply to pets traveling as cargo as they can be accommodated in the other bin locations.

For complete Delta baggage information, please visit [Delta](#) or the [Delta Baggage page](#). For pets, visit the [Delta Pets page](#). Customers with questions may contact Delta Reservations at 800-241-4141 (international) or at 800-221-1212 (domestic).

For our Navy colleagues--You may be aware the Navy was performing some critical maintenance on some of the sites to include their email system. During this process the NAVSUP portal was taken down and there is not an expected date when it will return. For your Navy customers who need support with household goods, please direct them to the [Navy Google Sharing Links document](#) where the basic presentations have been moved. Please share this with your colleagues to spread the word. And finally, continue to check the site to see if it has been repaired.

The Military Family Readiness System--As stated in the DoDI 1342.22, Military Family Readiness, the Family Readiness System is a network of agencies, programs, services, and individuals, and the collaboration among them, that promotes the readiness and quality of life of service members and their families. It is based on the concept of an integrated service delivery model for social services, which allows military members and their families to access any combination of services they may need through a flexible, single point of entry into the system. So, clearly YOU are a very important part of the Family Readiness System. This simply means that you are an access point for our service and family members. It reiterates the importance of connecting with your colleagues on your installation to ensure you know who to make referrals to when necessary. For example, the child care staff at each of your installations need to know we have information about their services on our MilitaryINSTALLATIONS website and you can work together to ensure the information is accurate. The school liaison officer is an example of another important resource you should to stay in touch with regularly. The DoDEA staff is working with the DoD relocation manager to assist you with important education information for families as they move.

As 2013 comes to a close, please take the time to celebrate and take care of yourself and encourage those you support to do the same. A very busy time of year is quickly approaching, and it can be overwhelming at times. Set realistic expectations, and don't be afraid to say no if you are asked to take on more than you can handle. We are thankful for each and every one of you and greatly appreciate the work you do! Enjoy these upcoming holidays!

Your Relocation Team

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding personally identifiable information and URLs within articles and contacts on MilitaryINSTALLATIONS.

Personally identifiable information

Contact information--In order to see all your contacts in one place, select the Contact Information tab. This tab shows the contact information home page. This is a read-only file with the exception of URLs and emails, which are active. When reviewing this information you can see the email addresses in your file. You should check to make sure these emails are working.

You can check your websites by simply clicking the website. If you need to make changes to any of the information in a contact, you should copy the contact into a DIMS message and indicate the updates. You may also copy all your contacts from this tab, paste into Microsoft Word and send the attached document with the changes clearly marked. You may use names in emails as the MilitaryINSTALLATIONS and Plan My Move applications use an anonymous email system so no names will show to the public. MilitaryINSTALLATIONS has an anonymous portal capability, which masks individual names.

Articles--Personally identifiable information, such as names and email addresses that include names, are not permitted within MilitaryINSTALLATIONS. The articles do not have the anonymous email system the contacts do, so names and other personally identifiable information could show to the public. Do not use any names or email addresses that include names within MilitaryINSTALLATIONS articles.

Websites--Please use a limited number of websites in your MilitaryINSTALLATIONS articles. If you wish to include a website, please provide the complete URL. Do not repeat websites that appear in your contact(s) and display with your article or display in Additional Resources at the bottom of the article. The URLs must begin with <http://> or <https://>. Please limit the number of websites in each article to six. When requesting to add a URL to an article, please indicate the title of the website and provide the complete URL beside the text. For example:

"View articles, photos, major unit listings and contacts for programs and services worldwide. If you can't find an international location, try visiting the Department of State http://travel.state.gov/travel/travel_1744.html country information."

Installation Highlight of the Month

Sandy Langlois has worked in the program since 1996 and has worked in and around Navy and Marine Corps family programs for 21 years. She has a vast amount of experience in several programs, such as the Transition Assistance Program, the Family Member Employment Assistance Program, the Personal Financial Management Program and the Exceptional Family Member Program. In an effort to stay current with today's tech savvy service members and their families, Sandy often looks for new and innovative ways to assist them with the services they may not know they have access to.

MCAS Cherry Point's electronic [Welcome Aboard Tour](#) began with the development of a presentation slide show that was sent via email to inbound Marines and their families. The purpose was to provide them with important relocation information before arriving. The Cherry Point Personal and Professional Development Program began to use software to better access patrons and allow them an electronic avenue to use the services. After considering how an eLearning software program could enhance the RAP PowerPoint slide show, it was determined that RAP information could be very effective and more easily accessible as a webinar, and the development of the electronic Welcome Aboard Tour began. It was a learning process uncovering all the features and benefits of the software and, with an assist from the MCAS Cherry Point P&PD instructors, the webinar was soon completed and embedded in the eLearning portal.

The biggest benefit to the electronic Welcome Aboard Tour is having the technical ability to provide interactive and instructional information to inbound Marines and their families before they arrive aboard MCAS Cherry Point. This eLearning tour allows them to see and get an understanding of where they are coming to and the services available to them once they arrive.

The electronic Welcome Aboard Tour was implemented August 2013. The biggest cost savings has been in eliminating paper copies of flyers, brochures and handouts. All these documents can now be provided to our service members and their families online.

Sandy suggests taking a course from an eLearning software program prior to developing your own webinar and she has received numerous positive accolades from peers and users and highly suggest the use of this technology along with your own creativity to develop an electronic Welcome Aboard Tour specific to your installation.

For additional information and questions about the MCAS Cherry Point's electronic Welcome Aboard Tour, please contact the MCAS Cherry Point Relocation Assistance Program.

To submit an Installation Highlight, fill out the [Relocation eNewsletter Installation Highlight submission form](#) and [submit to our editorial staff](#) with your phone number and email address. Please be sure to provide direct links for online resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your story.

Did you know?

The Relocation 101 for Service Providers webinar is archived in the [Military OneSource Webinar Archives](#) under Moving. The Relocation 101 Defense Installation Messaging System Refresher session guides the relocation manager through MilitaryINSTALLATIONS and DIMS processes and resources.

Featured Resources

MilitaryINSTALLATIONS

[MilitaryINSTALLATIONS](#) is the official DoD source for installation and state resources available to active-duty, Guard, and Reserve service and family members. View articles, photos, major unit listings and contacts for programs and services worldwide for military installations. For states, view articles and local, state and national resource directories.

Plan My Move

[Plan My Move \(calendar\)](#) provides access to information about entitlements and benefits, points of contact, checklists, planning tools, and information on education and employment. Plan My Move will put your service members and their families in charge of a smooth relocation to new duty assignments.

Military OneSource promotional materials for service providers

Military OneSource [promotional materials](#) include logos, brochures, posters, postcards, fact sheets, information papers, and marketing materials. These, along with eSponsorship Application & Training materials for service providers are available for download and printing.



October 2013

Your Relocation Update

Greetings everyone!

October focuses on healthy relationships for our military members and families. Check out [Military OneSource](#) for information and tools to pass along to customers as they prepare to move to a new duty station.

September certification has been completed. Thank you to the 90 percent of you who reviewed, edited and certified your files. For those who did not certify, you will notice there is a red banner on your file indicating the information is under review and will remain there until you certify. In order for you to be able to certify now, you will have to communicate with your service rep and show that you have reviewed and edited. Your service rep will communicate with DoD and the editors to remove the banner. If the file has not been reviewed and edited within 30 days, the file will be deactivated.

We are excited to share the installation highlight this month! Camp LeJeune's Spouses' Welcome Aboard Tour is an excellent way to welcome spouses to the installation.

Have you seen the [Relocation Assistance Program board](#) on Pinterest? Check it out and share this resource with your customers!

As fiscal constraints continue to impact our day-to-day activities, you may have noticed we no longer have the weather application on MI. Unfortunately, we could no longer continue to support that application contract. If you have questions from your customers about weather, you can refer them to their state website for further information.

The work on the revised eSAT application and new DoD Relocation Desk Guide continues. We are approaching the final stages of completion and look forward to sharing these new tools with you to facilitate serving your customers.

As a reminder, when you get a message from the editors, please reply back to them within 15 days. After that timeframe, the message is closed. It is important to respond quickly to ensure your edits are completed as you requested.

The Relocation Team

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on

MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding the Certification tab availability in DIMS and the update of the Household Goods Overview article in MilitaryINSTALLATIONS.

Certification Tab Availability

The Certification tab in DIMS is only available in the certifying months of September, December, March and June. The Certification tab will not be accessible in the non-certifying months. If you did not certify your installation in September and currently have a banner that reads, "**This installation file is currently being reviewed,**" you will need to make updates to your file and communicate with your service representative that your file is accurate and current in order to have the banner removed.

Household Goods Overview Article Updated in MilitaryINSTALLATIONS

The Household Goods combination article (standard content and optional installation-specific content) has been updated in MilitaryINSTALLATIONS. Please review [Marine Corps Base Quantico's Household Goods article](#) and compare it your installation's article to ensure your installation has been updated. If it has not been updated, please submit a message through DIMS to notify the editors and your installation's article will be updated. If you have unique installation-specific information listed at the bottom of your installation's article, please review and submit updates and edits through DIMS.

Installation Highlight of the Month

The Installation Highlight this month focuses on Camp LeJeune's Spouses' Welcome Aboard Tour, courtesy of Mark Munger, MCCS Relocation Assistance Program.

After attending a welcome aboard brief at Fort Bragg and seeing they offer a tour of the installation, Mark realized a spouses' tour would be an area for potential growth at Camp Lejeune. The tour was developed and piloted with Lifestyles Insight Networking Knowledge Skills volunteers with excellent results. Since implementing the tour on Feb. 27, 2013, the Relocation Assistance Program has received excellent feedback and generated requests from many areas.

The Spouses' Welcome Aboard Tour has provided the opportunity to answer questions about the support services available, location of important sites on Camp Lejeune, recreation opportunities available, installation history and potential places of interest in the local area.

This idea was a cooperative effort between Marine Corps Family Team Building - LINKS and the Relocation Assistance Program. By providing a venue to help those new to the area network and learn more about family support services, the hope is to have a positive impact on military families. Many Military and Family Life Consultants have taken the tour to become acclimated with Camp Lejeune. In addition the tour has also been adopted into the MCCS new employee orientation and numerous units aboard Camp LeJeune have requested a tour dedicated to their

newly joined families. Camp LeJeune is also looking forward to providing the tour for the Officers' Spouses Club at the annual welcoming.

Transportation and amplification can be an issue when planning and implementing a welcome tour for spouses. When preparing the route think about the time of day and traffic patterns. Provide a chance for comments at the end of the tour. This provides an excellent opportunity for quality improvement measures. Each tour will have a slightly different demographic and should be adaptable in delivery to ensure participants get the most out of the experience.

For additional information and questions about the Camp LeJeune, Spouses' Welcome Aboard Tour, please contact the Camp LeJeune Relocation Assistance Program.

To submit an Installation Highlight, fill out the [Relocation eNewsletter Installation Highlight submission form](#) and [submit to our editorial staff](#) with your phone number and email address. Please be sure to provide direct links for online resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your story.

Did you know?

Follow the Military OneSource [Relocation Assistance Program Pinterest board](#) and spread the word. Look for the latest relocation information through featured blogs, websites and articles.

Featured Resources

MySECO Website

The [MySECO website](#) ensures military spouses have 24/7 access to online education and career information, resources, tools and assessments. Using the tools and assessments, spouses can begin to explore their interests, skills, passions and personality type to determine the best fit for education and career choices.

Healthy Base Initiative Storify

The [Healthy Base Initiative Storify](#) organizes the most important voices and turns them into stories. Storify helps make sense of what people post on social media. Check out the [Storify guided tour!](#) For more information about the Healthy Base Initiative please go to the [HBI landing page](#) on Military OneSource.

Military Youth on the Move Bullying Article

Bullying isn't just about the big kid in the cafeteria that steals lunch money anymore. Bullying can be all types of stuff that's harmful such as name-calling, teasing, gossiping, spreading rumors and hurting people. Dealing with it can be really stressful and sometimes downright scary. The important thing to know is that bullying is wrong, and there are things can be done to stop it. The [MYOM Bullying](#) article provides information and tips about getting help for bullying.



August-September 2013

Your Relocation Update

Greetings Everyone!

We had a glitch in the system for the August newsletter, and therefore, have combined the August-September version. There was an earlier version sent that had not been approved, so we apologize for any inconvenience or misunderstanding.

August spotlighted education and September spotlights family wellness for our military members and families. We have some powerful tools for educating our customers, such as MilitaryINSTALLATIONS, eSAT and Plan My Move. We hope you are using these tools to assist in making moves smoother for our service members and families. Since August focused on education, we hope you took the opportunity to showcase the Family Readiness System and make customers aware there is a network of support for them.

Have you been to Move.mil lately? You will find a new landing page for easier navigation. Are you finding it more user-friendly? Please send your comments to your Service Representatives because your feedback will be valuable for our personal property colleagues. We encourage you to get to know and work closely with your colleagues in that office. As things continue to change and evolve, these relationships will be more and more beneficial.

The Relocation Assistance Program Desk Guide is coming along very well. We are looking at a late fall release.

We have added a new feature on the [Military OneSource Moving landing page](#) - it's called "You Asked For It." In this section you will find articles that provide information on topics requested on Military OneSource and MilitaryINSTALLATIONS. If you see a trend at your installation, let us know and we can address it on the Moving landing page so EVERYONE can benefit from the issue and resolution.

Last month the Secretary of the Navy put out a message that ALL FPO addresses need to have the nine digit ZIP code for all mail. We encourage those who are stationed OCONUS to please update your files with the nine-digit ZIP codes for families who will be using those addresses.

THANK YOU for your fabulous feedback on the MilitaryINSTALLATIONS and Plan My Move applications. Please continue to send your feedback through your Service Representative so that our support is tailored to meet your customers' needs.

This is September and certification month. It is IMPERATIVE that you REVIEW and UPDATE your information on your installation file. If you do not certify this month, on Oct. 1 a red banner will be posted across the top of your file stating the information is under review. That will signal

the user the information may not be current and/or accurate. It is your responsibility to ensure that your installation's content is updated and accurate. And, if you haven't made your edits and advised the editors the information is current, your file will be deactivated after the second month of no activity.

As a reminder, beginning September you will ONLY be allowed to certify in the months of September, December, March and June. The certification button will not be accessible in the "off" months. We urge you to get in the habit of making your changes during those months and review and certify during the appropriate certification months. If you have a banner on your file, you will need to make updates to your file and communicate with your service representative that your file is accurate and current.

When you get a message from the editors, please reply back to them within 15 days after that timeframe, they are closed. It is important to respond quickly to ensure your edits are completed as you requested.

The Relocation Team

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding the update of nine-digit ZIP codes for FPOs on MilitaryINSTALLATIONS and the new Support tab on DIMS for technical assistance.

Update of 9-Digit ZIP codes for FPOs on MilitaryINSTALLATIONS

In support of the [ALNAV message "9-Digit ZIP Codes Mandatory for FPOs"](#) released July 9, 2013 please update your FPO ZIP codes through DIMS so that the correct mailing addresses are available on MilitaryINSTALLATIONS for service members and their families.

New Support Tab on DIMS for Technical Assistance

In DIMS the Technical Assistance (Contact Us) tab has been replaced with the [Support tab](#). The technical support phone number is 888-363-6431. Please submit email requests providing the required information and also attachments, such as screen shots of error messages that would be useful for the help desk to resolve the technical issue. Please submit all technical requests through the DIMS Support tab rather than submitting a DIMS message for technical assistance.

Installation Highlight of the Month

The Installation Highlight this month focuses on Ellsworth Air Force Base's sponsorship packages going paperless, courtesy of Ms. Nancy Shrope, A&FRC Relocation Program Manager.

In July 2012 Ellsworth Air Force Base's relocation program began looking at the possibility of making sponsorship packages paperless as a more cost effective way to provide installation information to increasingly tech savvy newcomers. In October of 2012, with fiscal constraints looming for FY 2013 the electronic sponsorship package became available on the [A&FRC web page](#) and the installation's page under "[Welcome Newcomers!](#)" [Base information](#).

The electronic sponsorship packages have been well-received despite the occasional growing pains. Because some people still want the paper version of the sponsorship package, it will be available depending on funding. Ellsworth Air Force Base's electronic sponsorship packages have saved \$1662.50 in postage over the previous fiscal year. It can be done!

To submit an Installation Highlight, fill out the newly developed Relocation eNewsletter [Installation Highlight submission form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct links for online resources. Submissions will be reviewed by the editorial team, and we will contact you if we decide to use your story.

Did you know?

The RAP [eNewsletter archives](#) are available on the DIMS website. The newsletter archives include editions from December 2011 to the present and can be easily navigated using the table of contents.

Featured Resources

Military OneSource Website Tour

Take a tour of the [Military OneSource website](#). The home page is your access point to all Military OneSource services and the latest military family information and resources. Explore the new features to include Most Popular (shared, read, and watched/listened to) on MOS, Blog Brigade, ePublications, Installation Locator Tool and more.

Interstate Compact on Educational Opportunity for Military Children

Strong military families help the retention and strength of our armed forces, so it is important to minimize the impact of the mobile military life on military families and their children. Frequent moves to new duty stations can be challenging, especially for parents with school-age children.

The [Interstate Compact on Educational Opportunity for Military Children](#) is designed to address these concerns!

The Compact is an agreement among participating states to alleviate many of the school transition problems encountered by military families. Military parents need to be aware of what school transition issues the Compact addresses and how to make sure their child benefits.

Network Literacy Community of Practice

The [Network Literacy Community of Practice](#) concentrates on helping military family service professionals use online technologies to enhance communications, sharing and learning.

There are several ways to participate in the Network Literacy Community of Practice:

- Read information and articles about network literacy on the [eXtension Network Literacy site](#)
- Read blogs about network literacy topics on the [eXtension blog archive](#)
- Watch free, short and simple [network literacy webinars](#)
- Follow [Network Literacy COP on Twitter](#) by following @AleXNetLit or searching #netlit

Service members and their families can empower themselves online and improve their workplace efficiency by participating in the Network Literacy Community of Practice. They can also connect with other military families and with the broader military community online through the [Military OneSource Social Media Hub](#).



July 2013

Your Relocation Update

Hello!

Can you believe it is mid-summer already? Where does the time go? I hope you all are enjoying the summer, even with the furlough. We could look at it as a gift of extra "YOU" time. Stay hydrated and don't forget the sunscreen!

July focuses on life in the military. As most of us have been there, it's a very trying life when you are new to the environment. My hope is you are sharing your experiences and helping those you serve adapt a little easier to an exciting life. The Military Family Readiness System is a valuable resource for your customers, as well as for yourself!

I expect that by now, most of you have heard that funding is affecting our relocation program. I want to assure you I am working very closely with your service representatives to assess the way forward. This program is vital to our service men and women and their families, and I am doing everything in my power to relay that message. Please stay in touch with your service reps for updates.

We continue work on the Relocation Assistance Program Desk Guide for you to use as a reference and follow-up to the training that is being developed. With the furlough, the final product may be delayed somewhat but I am very excited about the progress and content so far.

We've made some changes to the Military OneSource Service Provider page and I hope you find it easier to navigate. Please check it out and familiarize yourself with the content.

I NEED YOUR HELP! How we communicate is vital in our world and can mean success or failure for our service members. I say this because I know you all work very hard to ensure your customers understand their benefits, allowances and entitlements. I would like for you to tell me what you hear from your customers on the MilitaryINSTALLATIONS and Plan My Move applications. Would they like it to be a mobile application? How do they like to receive communication and how could we improve our efforts in getting information to them - on the Internet, via phone, mail or in person? These issues are critical to know for our planning purposes. Unfortunately, I cannot conduct a survey and an anonymous poll will not give me the credible information I need. I ask you to please send me your thoughts, ideas and inputs to the questions I've asked and please copy your service rep. My email address is pamela.cunningham@osd.mil. Thanks in advance for your help!

I haven't heard from anyone regarding the eSAT revision. I have faith that you have an opinion, and I truly want to hear it. Please send me your ideas and thoughts via your service rep. We are all on the same team, so SHARE! We are working to get this updated and hope to have it by the

end of the fiscal year. The Learning Management System has been selected so we are in the home stretch now!

For my USAREC friends, I know you guys are all working to get onboard with your files. I've created a [sample file](#) for you to fill in your information. Hopefully this will make it easier. You can also go to MilitaryINSTALLATIONS and check out the [Indianapolis](#) and [Milwaukee](#) files. These are good examples to review.

Thank you for your certifications in June. Most of the services did an outstanding job while others simply did not. I congratulate the Air Force and DLA for being 100 percent certified. THANK YOU for all the hard work. As a reminder, effective Oct. 1 we will begin placing a banner on your file if it isn't updated and certified. If, after a reasonable amount of time, it isn't updated and certified, the file will be deactivated. It is more important than ever to BE SURE you do your due diligence and update your information.

I want to also remind you that, when you get a message from the editors, you should reply back to them. There are 15 days to respond to these messages and then they are closed. It is important to respond quickly to ensure your edits are being completed as you requested.

Well, that's all I have for now. Take care of yourselves and enjoy summer!

All my best,

Pam Cunningham

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding the Health Care Overview article updated in MilitaryINSTALLATIONS and the MI Review Forms for Content and Information for Review Guidance.

Health Care Overview article updated in MilitaryINSTALLATIONS

The health care article in MilitaryINSTALLATION has been updated to include the contact information for the new West TRICARE region - UnitedHealthCare Military & Veterans.

Please review your installation's health care article to ensure that your article has been updated by verifying that the contact information for the new West TRICARE region - UnitedHealthCare Military & Veterans - under the TRICARE Prime Remote subheading in the region chart is correct.

This is a combination article and includes installation-specific information. Please review it to ensure that your information is up to date.

MI Review Forms for Content and Information Review Guidance

MilitaryINSTALLATIONS major and minor installation Content and Information Review Guidance forms are intended to be used as guided worksheets for [major](#) and [minor](#) MilitaryINSTALLATION reviews. All MI content should be reviewed to ensure that it is accurate, complete and current. These forms can be used informally as a guide to review installation content.

Installation Highlight of the Month

Military and Family Support Center Joint Base Pearl Harbor-Hickam recently celebrated Le'Etta Garbett's 45 years as a civil service servant with the United States Navy. RDML Frank L. Ponds, Commander, Navy Region Hawaii, presented Garbett a certificate signed by the Secretary of the Navy and a shadow box with a flag to [commemorate the occasion](#). Garbett has held many positions in her career, including voucher examiner, military pay and military personnel clerk, secretary and management assistant. She's been with the MFSC for 32 years as an information and referral specialist and later a work and family life specialist. At one point in her career, she logged in 20 years of perfect attendance - not taking one sick day - and she also has countless accomplishments. She has been and continues to be an outstanding asset to the Department of the Navy, the MFSC and all those she has served. Congratulations, Le'Etta!

To submit an Installation Highlight, fill out the newly developed [Relocation eNewsletter Installation Highlight submission form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct links for online resources. Submissions will be reviewed by the editorial team, and we will contact you if we decide to use your story.

Did you know?

Check out the 2013 quarterly certification statistics.

- 64 percent of installations certified during the 3rd Quarter
- 90 percent of installations certified during the 2nd Quarter
- 70 percent of installations certified during the 1st Quarter

Please certify your installation — the next certification month is September

How many edit requests have you submitted?

- 39 percent between April 1 and May 31, 2013 —665 total

- 61 percent during the June certification month —1,062 total

Featured Resources

Family Readiness System

The [Family Readiness System](#) is the network of programs, services, people, and agencies, and the collaboration among them, that promotes the readiness and quality of life of service members and their families. The services available through the FRS can help service members and their families develop new skills and tackle life's challenges - in every stage of military life.

Family Readiness System DoDI Toolkits

The Family Readiness System DoDI Toolkits include info sheets, social media tactics, articles, factsheets and advertisements.

Select which toolkit you would like to download:

- [Public Affairs Toolkit](#)
- [Leaders Toolkit](#)
- [Internal Service Providers Toolkit](#)
- [External Service Providers Toolkit](#)

Military OneSource Health and Wellness Program coaches

[Military OneSource Health and Wellness Program coaches](#) can help service members and their family members make changes that will improve their health and well-being. The [Health and Wellness Program](#) is a free resource for eligible individuals who wish to improve their health and overall well-being.

A health and wellness coach can help service members and their family members:

- Identify their beliefs, values and vision
- Create an action plan to achieve their goals
- Eliminate roadblocks or barriers that stand in the way
- Celebrate their success



June 2013

Your Relocation Update

Happy Summer!

Summer has finally arrived, and I hope you guys are taking some time off to enjoy yourselves. No, not the furlough time off - the you and your family time off! You all deserve some much needed time off with all the hard work you do supporting our service and family members!

In June, we mark the official start of summer, and with it, a chance to get outdoors, be active and have fun! Summer provides a wonderful opportunity to make healthy choices with food and activities. Those garden vegetables are getting ready - watermelon and cantaloupe, as well as other fresh fruits, are readily available. Yum! Your Military Family Readiness System is ready and willing to support you and your customers with your summer plans!

As I said last month, the Relocation Assistance Program is part of the Military Family Readiness System and includes all of the military and family support center functions and staff. In conversations last week with some fellow RAP managers, we found they were unaware of the Military Family Readiness System. I ask that you please read [Department of Defense Instruction 1342.22, "Military Family Readiness,"](#) and familiarize yourself with the content. We are basing all of our documentation on this DoDI.

We are working diligently on the RAP Desk Guide for you to use as a reference and follow-up to the training that is being developed. I'm very excited about this product and believe it will prove to be very beneficial for you all. I applaud my colleagues in the field for their hard work, expertise and diligence in its development!

The [Relocation 101 webinar](#) is now available on the Military OneSource website. For those who have not attended, please check this out. There are tips and refreshers in this module, and it's a great tool for new RAP managers.

Military Community and Family Policy (my directorate) is reviewing a learning management system where all of our training courses will reside. This is a great opportunity to update and refresh the eSponsorship Application and Training. Is there something about sponsorship that you would like to highlight? Send me a message via your service rep so we can include your input!

As we approach the end of June and certification month, I want to encourage you to ensure your information on MilitaryINSTALLATIONS is current and correct. In September, we will begin placing a banner on your file if it isn't updated. If, after a reasonable amount of time, it isn't updated, the file will be deactivated. It is more important than ever to be sure you do your due diligence and update your information. Please also remember to reply back to the editors when

you get a message from them. You have 15 days to respond to these messages, and then they are closed. It is important to respond quickly to ensure your edits are being completed as requested.

As an update to the status of MilitaryINSTALLATIONS, we are on hold for now. My leadership wants to do a bit of analysis and get some feedback from users before we proceed. Truly this is a very in-depth process. Remember, the files in MilitaryINSTALLATIONS are directly related to Plan My Move. Behind the scenes there are three applications that are used to complete your edits. All of this has to be modified, so it's not as simple as making changes to just MilitaryINSTALLATIONS. We have to be prudent with funding and get it right the first time around without doing re-work, and it involves several layers of leadership approval. I promise we will get this done and I appreciate your patience!

Well, that's all I have for now. Take care of yourselves and enjoy summer!

All my best,
Pam Cunningham

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding:

- Updated eSponsorship Application and Training documents
- Relocation 101 for Service Providers webinar

Updated eSponsorship Application and Training Documents

The [eSponsorship Application and Training documents](#) on Military OneSource under Service Providers Training Resources have been updated with the correct URLs.

The [eSAT](#) was created based on the issues and challenges reported by commanders, relocation assistance managers, sponsors and newcomers regarding sponsorship training programs. The program was developed as a joint effort by the Office of the Secretary of Defense for Military Community and Family Policy and the military services. It provides an online training module and downloadable tools for use in the sponsorship process. Below are links to reference, training and marketing materials for eSAT:

- [eSAT Brochure](#)
- [eSAT Flyers](#)
- [eSAT FAQ](#)
- [eSAT Quick Start Guide](#)

The updated eSAT documents can also be found on the [Defense Installation Messaging System \(DIMS\)](#) under eSAT Resources.

Relocation 101 for Service Providers Webinar

The Relocation 101 for Service Providers webinar is now archived under the [Military OneSource Webinar Archives](#) under Moving. The Relocation 101 Defense Installation Messaging System Refresher session guides the relocation manager through MilitaryINSTALLATIONS and DIMS' processes and resources.

Installation Highlight of the Month

"The Department of the Navy states that military families move every 2.9 years.

With the fast-paced lifestyle we all lead, combined with orders often being issued a few months to a few weeks before departure date, being organized is your No. 1 priority when it comes time to your Permanent Change of Station (PCS) move.

The military has created some informative websites that will help throughout the process."

Read the entire article, "[Anticipating Your Next Move? Here's to a Smooth One.](#)" written by Brittany Barton, relocation coordinator at Naval Base Ventura County. The article was published May 29, 2013 in the Naval Base Ventura County Lighthouse Newspaper and is highlighted by Ventura County Star.

To submit an Installation Highlight, fill out the newly developed [Relocation eNewsletter Installation Highlight submission form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct links for online resources. Submissions will be reviewed by the editorial team, and we will contact you if we decide to use your story.

Did you know?

Check out the Plan My Move statistics for 2012 and 2013 to date.

2012

- **1,095,126** page views
- **231,160** visits

2013

- **607,183** page views
- **79,460** visits

Note: Page views are defined as the number of pages that have been viewed and visits are defined as personnel accessing one or more sections of Plan My Move.

Featured Resources

Plan My Move

[Plan My Move](#) provides access to information about entitlements and benefits, points of contact, checklists, planning tools and information on education and employment. Plan My Move will put families in charge of a smooth relocation to their new duty assignment. Service members and family members can fill in their information about their move and click "Get Moving" to get started. If their new assignment cannot be found, they can select a [nearby installation](#).

Plan My Move gives service members and their family members the option of storing their information, and it can be used to [create a custom plan and calendar](#) designed just for them. With a custom plan, they don't have to reenter their information each time they return. They just sign in and get to work!

eSponsorship Application and Training

The [eSponsorship Application and Training](#) has been created to:

- Train sponsors on their roles and responsibilities
- Provide knowledge and resources for effective sponsorship
- Provide access to all the [tools](#) that sponsors need to do an outstanding job

The application includes:

- A training module to be completed by the sponsor
- A downloadable sponsorship duties checklist to keep, check off and refer to often
- A downloadable training certificate
- A downloadable needs assessment to use as a guide when contacting newcomers
- [Sample tools](#) for corresponding with newcomers

The relocation personnel at your military and family support center are always available to assist you with your sponsorship duties, so do not hesitate to ask them to provide you with materials and packets of information. You can find their contact information on [MilitaryINSTALLATIONS](#).

Kids.gov

Brought to you by [USA.gov](#), [Kids.gov](#) is the official kids' portal for the U.S. government. They connect kids, parents and teachers to federal government information and services online from government agencies, schools and educational organizations - all geared to the learning level and interest of kids.



May 2013

Your Relocation Update

Hello Friends!

I hope this finds you all doing well and enjoying life! It's been a busy time around here, and after a long wait, we finally got word on the furlough. 11 days of UN-paid vacation! Ugh...On to brighter subjects!

For the month of May, Military OneSource is focusing on creating a sense of community. This is timely since you all build community capacity. In this time of budget constraints, our community is more important than ever before. What is outside your gates that you can leverage for your families? Do you know where you could refer them if they need assistance beyond what is on the installation? Check out the resources on the Military OneSource website.

Using your resources is very important. I hope you and your Information & Referral colleague are joined at the hip. They can be a lifeline for you. Others that are equally important are your housing office, child and youth, child care facility, personal property, financial manager and spouse employment staff. You could consider yourself a team - everyone has a significant role in the relocation process.

I need to re-emphasize what I stated last month about certification. This is a really big deal, and I'm concerned that some of you are not taking this seriously enough. I want you to take pride in your installation file and own it. Make sure your information is current and most of all - accurate! Please remember, the certification period is **ONLY** during the certification month (June, September, December and March). I notice that some of you are still trying to certify at the beginning of the new month. It will not be counted as certified.

Beginning with the **September** certification period, I am starting a new process. I'm giving you **PLENTY** of notice on this, so there should be no issues. The last day to certify is the last day of the month. One week prior to the end of the month a banner that says "THIS INFORMATION IS CURRENTLY UNDER REVIEW" will appear on your file. If you do not certify that your information is correct and current, the banner will remain on your installation file in MilitaryINSTALLATIONS until you do. It will be big and red and in the top margin of the site and will remain there until you certify. If, after two certification periods you still have not certified, your file will be deactivated. It is **YOUR JOB** to ensure the information is correct and updated. I hate being "the bad guy," but this information is looked at by our customers. They depend on the information being right and current! Military OneSource uses this information to refer customers to your front door, so again, it is imperative that it be correct!

As I said last month, the Relocation Assistance Program is part of the Military Family Readiness System and includes all of the family center functions and staff. I will continue to promote the

Military Family Readiness System as I refer to our program. The Office of the Secretary of Defense, in conjunction with your service representatives, is developing family center staff training. This training will be delivered to you via an online system. We are excited about this project and will keep you posted on the dates of delivery. The first training module will be Community Capacity Building. This concept applies to all staff members in the center, so look for this training opportunity!

I want to give you another reminder to please remember that when you get a message from the editors to reply back to them. There are 15 days to respond to these messages and then they are closed. It is important to respond quickly to ensure your edits are being completed as you requested.

Well, that's all I have for now. Take care of yourselves!

All my best,

Pam Cunningham

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding:

- Joint Base Consolidation - Installation Assignments
- Contact & Article Association List

Joint Base Consolidation - Installation Assignments

All relocation assistance personnel from joint bases are now assigned to the lead installation in DIMS. All changes submitted from the lead and non-lead joint base RAP personnel are reflected under both (or all) branches of service. The historic messages from the non-lead installation still remain in DIMS and are accessible by the DoD Relocation Manager, service representatives and the DIMS editorial staff but are no longer visible to RAP personnel who were assigned in DIMS to the non-lead installations. DIMS users are able to view all messages of the installation they are currently assigned to. By having all RAP personnel assigned to the lead installation of the joint bases, the messages and certifications will be collected and reflected under the lead installation in the Reports section of DIMS. Only one certification per joint base is required in the certifying months throughout the year. This is consistent with the goal for joint bases now being one file under MilitaryINSTALLATIONS. Service members and their family members are able to look up the joint bases under their respective branch of service and also by the installation name.

MilitaryINSTALLATIONS Contact & Article Association List

Each article in MilitaryINSTALLATIONS has a contact listed in the top left corner of each article page listed in MilitaryINSTALLATIONS. The attached [MilitaryINSTALLATIONS Contact & Article Association List](#) indicates what contact is automatically pulled from an installation's contact directory to populate the contact field for each article. If more than one contact is listed for a contact (service or program) that pulls for an article, the contact that was first entered in DIMS by the editors is what will be reflected on the article page. If a correction needs to be made to place an alternate contact with the preferred service or program contact, please submit a DIMS message.

Please note: The "Do you have orders? Request a Sponsor" link located on MilitaryINSTALLATIONS border of article pages pulls the Relocation Assistance Program contact listing. Also, if an installation does not have the associated contact as listed in the MilitaryINSTALLATIONS Contact & Article Association List, MilitaryINSTALLATIONS automatically pulls the installation's Location contact in place of the non-existent associated contact.

Installation Highlight of the Month

The new [Relocation Assistance Program Pinterest board](#) was launched in March and has images leading to the latest information and resources from RAP to include featured blogs from the Blog Brigade related to relocation. The RAP Pinterest board is easily accessible and appealing communication to the social media generation.

Military OneSource's [Social Media Hub](#) is the central place where users can access social media platforms to engage with others in the military community. The newly designed Social Media Hub offers a variety of social sites for users to explore, find useful information and interact with others to include the RAP Pinterest board.

To submit an Installation Highlight, fill out the newly developed [Relocation eNewsletter Installation Highlight Submission Form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct web links for web resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your story.

Did you know?

The new Military OneSource was launched Nov 15, 2011 and hosts the MilitaryINSTALLATIONS Installation Program Directory feature on the programmatic landing pages to include direct links to MilitaryINSTALLATIONS.

- **49** percent increase in page views
- **102** percent increase in visits

MilitaryINSTALLATIONS: December 2011 - April 2012

- **1,429,645** page views
- **528,501** visits

MilitaryINSTALLATIONS: December 2012 - April 2013

- **2,126,694** page views
- **1,068,779** visits

Note: Page views are defined as personnel accessing MilitaryINSTALLATIONS and visits are defined as personnel accessing one or more sections of MilitaryINSTALLATIONS.

Featured Resources

The [Family Readiness System](#) provides our military community with a strong network of support. Join the [Military OneSource](#) Community!

- More than just a website, Military OneSource is a comprehensive program that provides information, non-medical counseling, referrals and other services that help service members and their families find information, solve problems and take care of themselves.
- As part of the Family Readiness System, Military OneSource is a gateway to support and can help service members and their families make connections in their communities, on an installation or online.
- The Military OneSource website helps users find relevant information and services quickly and connect with their military community. Redesigned in 2012, the new site is user-driven, easy to navigate and highly interactive.
- Connect to Military OneSource and your military community by visiting the Military OneSource [Social Media Hub](#), a place where you can chat, post and learn any time of day.

[Military Family Learning Network](#) is an online community that serves military family service professionals through engaged online communities which identify and make use of the highest quality, best practices, research-and evidence-based information, educational and curriculum materials, and programming activities and efforts.

- The network provides ongoing professional development for military service providers around themes such as financial readiness, network literacy and child care.
- The site includes several communities of practice, a blog and training delivered through interactive webinars.

[Joining Forces](#) is a national initiative that mobilizes all sectors of society to give service members and families the opportunities and support they deserve. Championed by the First Lady and Dr. Biden, Joining Forces:

- Brings attention to the unique needs and strength of America's military families
- Inspires, educates and sparks action from all sectors of our society - citizens, communities, businesses, nonprofits, faith-based institutions, philanthropic organizations and government - to ensure veterans and military families have the opportunities, resources and support they have earned
- Showcases the skills, experience and dedication of America's veterans and military spouses to strengthen our nation's communities
- Creates greater connections between the American public and the military



April 2013

Your Relocation Update

Hello Friends!

I hope this finds you all doing well and enjoying a beautiful spring! The D.C. metro area has been absolutely beautiful lately. I have to say, I welcome the warmer weather right now. I'm sure that by June I'll be ready for winter again!

April spotlights great information on Military OneSource for children, youth, teens and their parents. If you haven't checked out the resources, then now is the time to see what there is for your families. Is your Morale, Welfare & Recreation program doing something special for the youth and teens? Are there community parks hosting spring events for families? Look for opportunities to engage families with children, youth and teens and pass on fun happenings in your area!

Last month was certification month and overall, you did a great job! There were 2,200 messages this quarter! WOW - you guys were busy, and I am very appreciative. Of the 272 installation files, only 54 (about 20 percent) did not certify. Since Department of Defense Instruction 1342.22 (Military Family Readiness) mandates certification, I have the expectation that 100 percent will certify - so I will continue the certification soapbox plea!

As I stated last month, tentatively beginning with the September certification period, I am starting a new process. I'm giving you PLENTY of notice on this, so there should be no issues. The last day to certify is the last day of the month. One week prior to the end of the month you will get a reminder email. If you do not certify that your information is correct and current, on the first day of the new month, a disclaimer will be placed on your installation file in MilitaryINSTALLATIONS stating that the "information is currently under review." It will be big and red and in the top margin of the site and will remain there until you certify. It is YOUR JOB to ensure the information is correct and updated. I hate being "the bad guy," but this information is looked at by our customers. They depend on the information being right and current! Military OneSource uses this information to refer customers to your front door, so again, it is imperative that it be correct!

Speaking of the DoDI, have you read it? The Military Family Readiness System includes all of the family center functions and staff. There are many different access points, and by that I mean how a service or family member receives services. They may walk in to the center to see you, or call to make an appointment; perhaps they have been referred to you from financial counseling, or visa-versa. Maybe Military OneSource suggested they contact you, or a friend referred them to you, or better yet - you to them. Maybe you taught a class on moving benefits and entitlements and that person realized they needed financial guidance. We provide our services through many different venues (or access points) and we refer to (and from) each other. Can you see that it's a holistic system?

I want to start socializing the overarching concept with you. My office (Family Policy and Planning) has been doing a deep dive into the DoDI document. We've been going through it with a fine-tooth comb to measure its impact and to see who has what responsibilities, functions and tasks, access points, references and actions. I have learned so much about what we do and how we are functioning more as an entire system as opposed to specific individual programs. Relocation touches every single program offered in the family center and many programs that do not. It's more of a web of services...does that make sense?

Let's take a look at our [Mission, Vision and Core Values](#). Have you looked at them lately? Please check them out. I think they speak to the heart of what we do for our military service members and families.

I have been looking for a venue to be able to talk with and hear from all of you since we are not having the annual relocation conference this year. Since United States Army Recruiting Command is a small group, I am planning to hold two conference calls (East Coast and West Coast) on May 15. Joint bases, you are next, so look for your invitations in the mail for May 21. If you have questions, comments or concerns, please send them to your service representative and I can be prepared with responses at the meeting. For the rest of you, I may have to do this by service since we are spread out all over the world and in so many different time zones. Look for more information on this in the May newsletter - I'm going to figure out a way for us to communicate!

Please remember that when you get a message from the editors to reply back to them. There are 15 days to respond to these messages and then they are closed. It is important to respond quickly to ensure your edits are being completed as you requested.

Finally, we conducted the Relocation 101 Webinar in March and it has been recorded. Once it is archived and placed on Military OneSource, we will send out a DIMS message. I highly encourage all the new relocation managers to review the webinar - it will help you with DIMS and the editing process.

Well, that's all I have for now. Keep your smiles and good attitudes - take care of yourselves!!

All my best,

Pam Cunningham

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding:

- Responding to Requests for Additional Information/Clarification in DIMS

- Photo Ordering in MilitaryINSTALLATIONS

Responding to Requests for Additional Information/Clarification in DIMS

If the editorial team needs additional information to complete an editorial request, a message will be sent with the following subject line: Request for clarification/additional information.

Messages requesting additional information/clarification will be closed in 15 business days if they are not responded to, but can be resubmitted at any time by relocation personnel (a reminder message requesting response will be sent three days prior to the close of a message).

Messages can be responded to by selecting the link within the message that is sent requesting clarification/additional information. The link is referenced as follows within the clarification/additional information request:

Link to Associated DIMS Message Requiring Your Response: To view this message in DIMS, click on the link below. https://_____

In order to directly respond to the request, the link to the associated DIMS message must be selected. This is the preferred method of response. Please do not respond to requests for clarification/additional information by creating a new message within DIMS by accessing DIMS without using the link within the message sent to your email address.

All of your installation messages can be accessed through DIMS to include messages from editors by selecting the "Messages" tab and then selecting your installation within the search box, checking the "Show Completed/Closed Requests" option and selecting "Go." The list of your installation messages will appear to include messages from editors. You can respond to messages from editors by selecting the message number in the far right column of your message list.

Photo Ordering in MilitaryINSTALLATIONS

Your installation's photos on MilitaryINSTALLATIONS can be placed in the order of your choice. If you would like to order your photos in MI, please submit a Word document through DIMS with your photo titles and number each photo as follows:

1. Main Gate
2. Temporary Lodging Facility
3. Family Center

Please note that your first photo will be your Fast Facts and Installation Overview article photo or if your installation has a different photo for your Fast Facts and Installation Overview, they will be your installation's number 1 and 2 photos.

Installation Highlight of the Month – Edward Carter, Relocation Community Readiness Consultant, Geilenkirchen NATO Air Base's initiative to go live with the smartphone generation with Quick Response codes.

Geilenkirchen launched its Relocation Program into the world of QR codes in October 2012. QR codes are matrix barcodes that can link users to websites, documents and photos, and also activate a number of phone functions to include email, instant messaging and text messaging. Users scan or read QR codes with their iPhone, Android or other camera-enabled smartphone to access the linked information.

Free QR code generators can be found online. Geilenkirchen NATO Air Base created QR codes for the Airman & Family Readiness Center, Facebook, Getting Settled Welcome Letter, Driver's Handbook, Medical Quick Guide, Phone Book and many more types of information. Please see their complete suite of QR codes on the [Relocate with A&FRC document](#).

QR codes connect information to people through easy access and communication that is appealing to the smartphone generation.

To submit an Installation Highlight, fill out the newly developed [Relocation eNewsletter Installation Highlight Submission Form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct web links for web resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your story.

Did you know?

- 90 percent of installations certified during the March quarter.
- 70 percent of installations certified during the December quarter.

Please certify your installation during the open certification months for each quarter:

1st quarter - December

2nd quarter - March

3rd quarter - June

4th quarter - September

- 34 percent (759) of messages requesting edits were submitted between January 1 and February 28, 2013.
- 66 percent (1,441) of messages requesting edits were submitted during the March certification month.

Featured Resources

Service members with children have lots of resources for helping their kids understand and cope with many changes military life brings to a family.

[Military Youth on the Move](#) is one of them, giving kids and parents alike a place to research and read about a range of topics including staying connected with friends, meeting new friends and getting involved in their new community. There is even information about the Youth Sponsorship Program, a service for military kids to connect with new friends before arriving.

Check out Military OneSource's archived [Military Youth on the Move for Service Providers webinar](#) for more information.



March 2013

Your Relocation Update

Hello Friends!

I hope this finds you all doing well and keeping warm. It's been a rather pleasant and uneventful winter thus far for us in DC. We had our "snowmageddon" day and survived just fine! I was personally hoping for many feet of snow, but that didn't happen. Good thing we could telework, even when the federal government was closed for the day! There's just something very calming and beautiful as the snow drops to the ground. Spring is quickly approaching, and I'm really ready for that!

We are heading into the 2013 moving season! Are you ready? Do you have your resources at your fingertips? I have just learned about a new resource [NetPets](#). This site helps military members and families find foster homes for their pets when they can't take them to their new duty station or during deployment. Our pets are part of the family too, so I encourage you to share this with your customers!

I HAVE GREAT NEWS! We are on Pinterest! Please check out our [Relocation Assistance Program Pinterest board](#) and share the word with your customers. Feel free to add your comments and repin our pins for our service members and families to use! This is very exciting! If you would like to submit an idea for a pin for our Pinterest board, please submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct web links for web resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your pin.

I know sequestration is on everyone's mind, to include mine! I am as frustrated as you that this has happened. All I can say is we are going to have to hold on tight for the bumpy road ahead. Money is tighter than ever before, and we have to do things in the most efficient and cost-effective manner.

On a happier note, at long last, we have been given permission to proceed with development of the "purple" Relocation Desk Guide! Your service representatives have provided me points of contact from each service to start work on the project. Our first meeting will be March 29 and I'll keep you updated as we move forward. I'm excited to get this project off the ground and in progress!

As we develop the Relocation Desk Guide, I am working with my colleagues on another DoD project with the University of Arizona. It's the Military Family Support Training System to develop standardized training for family support staff. Obviously, I'm focused on relocation training. During summer of 2012, service representatives were asked to upload the training provided to staff at family centers. The University has reviewed this training and provided DoD

with a gap analysis and a way forward. The timing is perfect as the Desk Guide and MFSTS projects are going to be simultaneously developed.

As you all are aware, March is certification month. I need to preach a little here. I have expressed many times over the importance of you certifying your information on MilitaryINSTALLATIONS. It is mandated in DoD Policy (DoDI 1342.22 Military Family Readiness, 3 July 2012) that you certify quarterly. Most of you do a great job reviewing, updating and certifying. There are some of you that certify without making any changes or even verifying the telephone numbers or information contained in your file. This is no longer going to be acceptable.

We are in the process of developing a new process. We are developing a technical feature that will display a disclaimer on your installation file in MilitaryINSTALLATIONS stating that the "information is currently under review" and it will remain there until you certify. It is your job to ensure the information is correct and updated. I hate being "the bad guy," but this information is looked at by our customers. They depend on the information being right and current! Military OneSource uses this information to refer customers to your front door so again, it is imperative that it be correct! We will keep you updated on the developing process.

Ok, moving on! The MilitaryINSTALLATIONS Content Manual and eSAT Brochure have been updated with the new Military OneSource URLs. They have been submitted for PAO approval. Once they are approved we will send out a DIMS message. I am still working to get the streamline project approved. We worked last summer on a template to streamline the content in an effort to make updating more efficient for you and the editors as well as give information to the users in a short bulleted format. I've been advised that the template has to be cut down even further due to budget restrictions. I am working diligently with your service representatives on this and will keep you posted as we make progress. This is going to be a long-term project, so until we get the go-ahead, please continue to keep your data updated and current.

Please remember that when you get a message from the editors to reply back to them. There are 15 days to respond to these messages and then they are closed. It is important to respond quickly to ensure your edits are being completed as you requested.

Well, that's all I have for now. Keep your smiles and good attitudes - we are going to get through these days ahead. Take care of yourselves!

All my best,

Pam Cunningham

DIMS Tips and Reminders

The Defense Installation Messaging System is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding:

- eNewsletter PDF to Print Function
- Joint Base Consolidation Major Unit Listings - Updated Naming Convention
- Upcoming Relocation 101 DIMS Refresher for Service Providers

eNewsletter PDF to Print Function

The PDF to print function has been added to the eNewsletter. It is located in the top section of the header in the green header bar. Please select the Printable PDF link to print and/or save the current month's edition of the eNewsletter.

Joint Base Consolidation Major Unit Listings - Updated Naming Convention

Major Unit Listings in MilitaryINSTALLATIONS are automatically listed in alphabetical order. Therefore, when a major unit is added it automatically gets added to the list appearing in alphabetical order. Originally when the joint bases were consolidated it was decided that the branch of service would be added to end of the major unit listing name to indicate which branch of service (indication the installation origin) it belonged to. For example: Major Unit Listing Name - Navy.

Joint Base Relocation Managers suggested that the naming convention be changed so that the branch of service is listed in front of the major unit listing. For example: Navy - Major Unit Listing Name. This way the list groups the branches of service together for user ease and still alphabetizes the units within each branch of service. For installations with three installations, the name of the installation is also included in parenthesis to alleviate confusion. For example: Air Force (Lackland) - Major Unit Listing Name.

The joint base major unit listings have been changed to reflect the naming convention. Joint Base Relocation Managers please review to ensure they are correct. Changes and corrections can be submitted through DIMS.

A teleconference call will be coordinated with the Joint Base Relocation Managers in April to discuss the joint base consolidation on MilitaryINSTALLATIONS.

Upcoming Relocation 101 DIMS Refresher for Service Providers

The Relocation 101 DIMS Refresher webinar will be on hosted on Wednesday, March 27, 2013 from 10:00 - 11:00 a.m. and 2:00 - 3:00 p.m. EST. When the official flyer is approved by the Public Affairs Office, a DIMS message will be sent out with the flyer containing detailed information to include a registration link for the webinar.

The Relocation 101 DIMS Refresher session guides the Relocation Manager through the MilitaryINSTALLATIONS DIMS processes and resources. This is a great opportunity for new and seasoned relocation personnel to learn about and/or refresh their knowledge regarding DIMS and also is an opportunity to ask questions about DIMS.

Participants in this session will receive comprehensive, interactive instruction in the following areas:

- DIMS registration, login and contact information updates
- oLearning modules
- MilitaryINSTALLATIONS resources, manuals and guides
- Creating messages and updating information
- Editing
- Photo additions and attachments
- Certification
- Reports

Installation Highlight of the Month –Kathy A. Peterpaul, RAP manager, Marine Corps Air Station New River's Landlord and Renters Class

I wanted to add something new and different to the RAP curriculum outside the usual array of relocation classes and came up with the renting class idea in 2011. We had already been offering a Home Buying/Home Selling class since March 2007 and since a great number of service members do not buy, why not develop a class for them? The original idea was intended for first-time renters - particularly active duty members living in the barracks, moving out into the community and renting a home for the first time. Though there was some interest in this, I soon learned MORE folks were interested in renting from a landlord's perspective. Many customers called or attended the class because:

- They could not or did not want to sell their home and have to go back to renting at the next duty station (they had PCS orders).
- They could not or did not want to sell their home and were looking into renting it out when they made a PCS or end of active service move in the near future and wanted to learn all about the landlord business.

This class has been well-received by all ranks and family members and I even had a couple of young Marines that were sent to this class by their Command. The majority of attendees are homeowners looking to be landlords, but I always have at least one or two attendees there for the renters' portion.

Beneficial information provided during our Landlord and Renters Class for service members and their families includes:

- **Information and Resources** - Huge benefit to service members and families - with education comes peace of mind and reduced stress. Attendees are given all the information and resources needed to become successful landlords in conjunction with the real estate laws of North Carolina. They leave the class knowing what they need to do and how to do it.
- **Financial Savings** - Prospective landlords can save themselves plenty of money and grief if they are willing to follow the suggestions and guidance given in class before allowing that first renter to move in. Topics include contents of lease, maintenance issues, background checks, rent by owner vs. rent by property manager, etc.

- **Alternatives to Selling** - Service members and their families are offered an alternative when they cannot sell their homes. (It's better to get half your mortgage than none at all.)
- **Subject Matter Expertise** - The Homeowner to Landlord portion is taught by the Housing Referral Officer from the housing office who is a licensed North Carolina realtor current with North Carolina Real Estate Law, a prior rental property manager and a property manager for homeowners. The Relocation Assistance Program conducts the training for first-time renters.

The Marine Corps Air Station New River's Landlord and Renters Class is an hour and a half class for first-time renters and homeowners planning on renting out their homes and becoming landlords. This class is offered quarterly.

To submit an Installation Highlight, fill out the newly developed [Relocation eNewsletter Installation Highlight Submission Form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct web links for web resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your story.

Did you know?

Average **monthly** page views and visits to our new Relocation eNewsletter since its inception in December 2011.

935 Page Views and **376** Visits

Note: Page views are defined as personnel accessing the eNewsletter and visits are defined as personnel accessing one or more sections of the eNewsletter.

Featured Resources

Social Media Hub

Military OneSource's [Social Media Hub](#) is a central place where users can access social media platforms to engage with others in the military community. The newly designed Social Media Hub offers a variety of social sites for users to explore, find useful information and interact with others. There are lots of ways to connect and learn on Military OneSource's Social Media Hub.

For additional information, please review the [Military Community and Family Policy Social Media Guide](#). The Relocation Assistance Program social media platform highlights include:

Military OneSource Tumblr Blog

The MC&FP theme for March is PCS Season. Please check out the Tumblr Blog this month for relocation blogs and also a guest blog from Pam Cunningham.

Military OneSource Blog Brigade

Military OneSource has gathered some of the most talented and thought-provoking writers in the blogosphere to give our military families a glance into the lives of individuals just like them.

Relocation Assistance Program Pinterest Board

The new Relocation Assistance Program Pinterest board has images leading to the latest information and resources from RAP.

Plan My Move Series (Facebook)

Check out the Plan My Move series on the MOS Facebook page and also the cross-promotion on the [MC&FP Facebook page](#) beginning this month. The series is scheduled to run every Monday, Wednesday and Friday through May 8th. The Plan My Move series will highlight information from Military OneSource's Plan My Move tool to help military families prepare for the upcoming PCS season.

Transferring Your Occupational Licensure or Certification

With credentialing required - or at least advised - for hundreds of occupations, it's difficult to list them all. Military OneSource's article [Transferring Your Occupational Licensure or Certification](#) provides information on some of the most popular occupations that require a license or certification.

Spouse Licensure and Unemployment

USA4 Military Families provides information on the following key issue to include each state's issue status: Facilitate military spouse transition through licensure portability and eligibility for unemployment compensation.



February 2013

Your Relocation Update

I hope this finds you all well. It seems that Punxsutawney Phil didn't see his shadow on February 2 so that means it's going to be an early spring! I have to say, as much as I love the winter, this year, I'm anxiously waiting for SPRING! I hope you are all staying well and warm during this time!

February is the month to focus on finances. As the moving season quickly approaches, I hope you will all brush up on your financial tools to assist our military members and families. We have the relocation budget [worksheet](#) available at Military OneSource under the Finance and Budgeting section of the Moving page. Helping our families stay financially fit is especially important in this fiscally restricted environment.

I noticed several installations did not certify during the December certification period but tried to certify in January. As mentioned several times, the ONLY time you can certify your installation is the months of December, March, June and September. Anytime outside of those months will not be accepted. Please mark your calendars for the upcoming March certification so you can be included in the count for your service. Also sending in one message saying you certified does not annotate certification. If there are no significant changes in phone numbers, freshen up your content. It is mandatory that your files be certified quarterly.

Our editors for MilitaryINSTALLATIONS sometimes send you messages for clarification on the edit message you sent. I encourage you to check all those messages and respond as soon as possible to ensure your edits get posted in a timely manner. If you do not respond within fifteen days, those messages are closed. You may have thought you sent your edits and they were made, when in fact there was a message sent to you waiting for clarification and the edits were not ever completed. Please help us by checking on and responding to those messages.

Good news!! We have received approval to move forward with a "purple" Relocation Assistance Program desk guide. I will be asking some of you in the field for your expertise and help in development of this exciting tool. We will be using the Marine Corps Desk Guide as our foundation to incorporate all unique service-specific issues into a DoD product. Stay tuned for more information. I will keep you posted as we move forward on this exciting project!

Do you have any news releases or something exciting happening at your installation? Ed Carter shared information on Germany's new pet importation fee last month. We included this information in the January Relocation eNewsletter and we also featured it on the Moving page on Military OneSource in The Latest News section for Families. I know there are things happening that can be shared with everyone! Please send in your thoughts by completing the [Installation Highlight Form](#) and sending to our [editors](#).

I know times are scary right now with the lack of a confirmed budget, and the possibility of sequestration looming. We are all nervous about how this is going to turn out and every single existing program is being looked at for efficiency. In light of not being able to hold a relocation conference this year, we are developing webinar trainings. I am planning to share this consolidated list of dates and topics with you in the March newsletter. This will help everyone with scheduling and time management. I am also looking into having teleconferences with you so we can keep the lines of communication open. More information will be forthcoming on dates and times of those teleconferences.

Keep up all the good work you are doing and continue to take care of YOU! I encourage you to network with your fellow relocation managers and share best practices and information! I'm proud to work with all of you!

All my best,

Pam Cunningham

DIMS Tips and Reminders

The Defense Installation Messaging System (DIMS) is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding:

- Joint Base Consolidation Field Review
- Updated Plan My Move/MilitaryINSTALLATIONS (PMM/MI) Brochure
- Responding to Requests for Clarification/Additional Information in DIMS

Joint Base Consolidation Field Review

The Joint Base Consolidation files have been completed and the technical issues have been resolved. Thank you for your patience while we worked out the unforeseen technical issues. Thank you again for all of your efforts and hard work on this project; it is greatly appreciated.

The non-lead installation files have been deleted, lead installation names have been changed where applicable and branch associations have been added. For example Elmendorf, AFB was lead installation in the MilitaryINSTALLATIONS (MI) - Joint base Consolidation Project. The new name of the file is Joint Base Elmendorf-Richardson. The Fort Richardson MI file was deleted and it is now tied to the non-lead installation files branch of service. Therefore service members and their family members will be able to look up Joint Base Elmendorf-Richardson through the search function by entering either Elmendorf or Richardson (please note that two instances show up in the drop-down search function - they are the same file but by tying the installation to more than one branch causes it to show up that way). Also selecting to view the directory of installations by branch of service you will see where Joint Base Elmendorf-Richardson is listed under the Air Force and Army.

All edits can be submitted through DIMS. Please note that contact lists, major unit listings and photos have been combined and are differentiated by branch of service for the consolidation. If you have any questions please submit them to your service representative for clarification.

Air Force

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Theresa Marvin
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Army

Terry Rivera
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USMC

Tracey Reed
tracey.reed@usmc.mil

Navy

Dede O'Rourke
dorothy.orourke@navy.mil

Updated Plan My Move/MilitaryINSTALLATIONS (PMM/MI) Brochure

The [PMM/MI Brochure](#) has been updated. It is available on Military OneSource under the Moving program page - Tools for Service Providers - Promotional Materials. This brochure is a great way to promote Plan My Move, MilitaryINSTALLATIONS and highlight additional resources through RAP.

Responding to Requests for Clarification/Additional Information in DIMS

Email notifications

If the editorial team needs additional information to complete an editorial request, a message will be sent with this subject line: **Request for clarification/additional information**

Messages requesting additional information/clarification will be closed in 15 business days if they are not responded to, but can be re-submitted at any time by Relocation personnel (a reminder message requesting response will be sent three days prior to the close of a message)

When edits are completed an **Edits completed - please review** message will be sent to notify Relocation personnel to review edits in MilitaryINSTALLATIONS to ensure they are correct. Please note that it can take up to three business days from the time an Edits completed message is received for the edits to go live and become available in MilitaryINSTALLATIONS for review.

Technical Assistance (DIMS & eSAT)

For technical assistance, please contact Military OneSource at 888-363-6431 or via email using the [DIMS Contact Us \(Technical Assistance Only\)](#) tab for assistance.

Please do not submit technical questions by sending DIMS messages to the editorial team.

Installation Highlight of the Month – Rick Williams, RAP manager, Naval Station Everett's Electronic Welcome Aboard Packet (EWAP) and William Luna, RAP manager, USAG Baumholder's Bucket List of 100 Things to do in Baumholder, Germany, and Europe

The Installation Highlight of the Month focuses on Rick Williams, RAP manager, Naval Station Everett's Electronic Welcome Aboard Packet (EWAP) and William Luna, RAP manager, USAG Baumholder's Bucket List of 100 Things to do in Baumholder, Germany, and Europe.

Electronic Welcome Aboard Packet (EWAP)

With the advent of the internet and social media, large volumes of data and information can be sent nearly instantaneously anywhere in the world. Though this is nothing new to us today, relying on such tools to provide a product is just the means to get information into the hands of our clients. We must be diligent in ensuring that the quality of that information is highly valued by our clients. It must be current, relevant and convenient.

Welcome Aboard Packets are pretty much a thing of the past and here's why: cost to ship (within CONUS is somewhere between \$3 and \$13 each); cost to assemble (between 5 and ten minutes or more of labor goes into gathering and assembling each one); cost for materials (maps, brochures, creating and making copies of fact sheets and CDs/DVDs can go over \$10 each); costs associated with storage/maintenance/inventorying/updating materials/etc.; product transit time/returned mail, etc.

The EWAP is the perfect solution. The only measurable cost is in maintaining, improving and updating the content of the EWAP. Once the EWAP is first developed, this can easily be accomplished. By periodic review of the content, outdated information can be easily eliminated and new content added. The goal is to update the EWAP quarterly with current updates as warranted. It is recommended to send the EWAP to all command sponsor coordinators and those who attend the quarterly Cross-Functional Coordinating Committee [aka Relocation Assistance Coordinating Committee (RACC) or Transition and Relocation Coordinating Committee (TRACC)]. Every time information is added or deleted from the EWAP, notify those on the distribution list of such changes so they immediately have the most current EWAP. They, in turn, are allowed to modify the EWAP to suit the purposes of their command. The EWAP can also be

sent to service members PCSing to your installation and anyone who asks for a Welcome Packet with a copy to the requestor's gaining command sponsor coordinator.

The Naval Station Everett Electronic Welcome Aboard Packet includes a separate [cover page](#) and the [EWAP file](#). It is a blueprint to what could be used. The EWAP is a living document, constantly being changed due to the needs of the client, suggestions from the client and others, and the discovery of new or better products (websites, programs, services, etc.).

Listed below are some additional resources used by Naval Station Everett for reference:

- [DPS Mileage Transit Time Tool](#)
- [Household Goods Weight Estimator](#)
- [NAVSTA - Getting Started: A Quick Start Guide for your Move](#)
- [2013 Guidelines for a Smooth Move - Naval Station Everett](#)
- [Naval Housing - HEAT Brochure](#)

Be vigilant in screening websites. Have a disclaimer stating you don't endorse any commercial enterprise. You may want to identify official sites from commercial or private sites.

USAG Baumholder's Bucket List of 100 Things to do in Baumholder, Germany, and Europe

USAG Baumholder's [Bucket List of 100 Things to do in Baumholder, Germany, and Europe](#) was prepared by William Luna, RAP Manager at USAG Baumholder. It is an innovative and upbeat list full of information and ideas for service members, civilians and their families PCSing overseas. This is a great way to promote getting the most out of a tour.

To submit an Installation Highlight, fill out the newly developed Relocation eNewsletter [Installation Highlight Submission Form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct web links for web resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your story.

Did you know?

Check out these statistics about the Certifications submitted in January (after the December close-out date) and Closed Messages for the quarter ending December 31, 2012.

Certification

48 Certifications were submitted during the month of January.

Please certify your installation during the open certification months for each quarter:

1st quarter - December
2nd quarter - March
3rd quarter - June
4th quarter - September

Messages

66 Closed Messages for October 1, 2012 - December 31, 2012 Quarter.

Please respond to email messages from your DIMS editors requesting clarification/additional information in order to complete your editorial request by selecting the link within the received email.

Featured Resources

[Deployment Cancellation/Postponement](#)

The following articles have been developed in support of deployment cancellations and postponements. They are available on Military OneSource.

[What to Do in the Event of a Deployment Cancellation](#)

[What to do in the Event of a Deployment Postponement](#)

[Military Saves](#)

Military Saves encourages the military community to Build Wealth, Not Debt. Military Saves is part of the Department of Defense Financial Readiness Campaign and has been a partner with DoD since 2003. Military Saves is a social marketing campaign to persuade, motivate and encourage military families to save money every month, and to convince leaders and organizations to be aggressive in promoting automatic savings.

[Military Saves Week](#) is February 25 - March 2, 2013.

Everyone can take the [Military Saves Pledge](#); Pledge or Re-Pledge today!

MFLN Network Literacy

The Network Literacy Community of Practice (COP) has four primary methods of providing information and training to interested users:

- A [website](#) that features information and articles on the topic of network literacy
- A [blog](#) addressing current topics in network literacy

- Free [webinars](#) on topics such as social networking, use of technology in the workplace, and many more
- A fictional Twitter persona, AleX, who provides information and tips to guide professionals seeking to learn more about using online networks in their work
 - Follow her tweets [@AleXNetLit](#) and the hashtag #netlit



January 2013

Your Relocation Update

Happy New Year dear friends! I hope you all had a very happy and blessed holiday season! Ours was quite wonderful but I have to say, I'm glad the new year is here. The last minute stress of getting that last present and asking, "Did anybody get rolls for Christmas dinner?" was pretty taxing this year. I always love the brand new year and starting fresh with my new calendar! There's just something about all that empty space that I find exciting. Not to worry though, all that white space is quickly disappearing!

Thank you so much for your December certification! Be sure to mark your new calendar with March 1 for the 2nd quarter certification period. I noticed that some relocation managers were trying to certify the first week of January. I'm sorry, but the last date to certify was December 31. Anything after that will not be counted. It is OSD policy that you certify every quarter. Might I suggest that you mark your calendars for all four certification periods now, while it's on your mind? That way, it won't sneak up on you! March, June and September are the certification months for FY 13. I know it seems like light years away, but it will be here before you know it!

I am happy to announce that the Relocation Assistance Program Standard Documents are completed and ready for use. You can find them on [Military OneSource's Moving – Tools for Service Providers: Management Tools web page](#).

The Relocation Assistance Program Standard Documents were developed for service providers to use within their program area for daily operations. The [Relocation Assistance Program Document List](#) outlines the documents and guidelines for use and revision to reflect site-specific information and may be reproduced for internal use and distribution.

Please pass the following [news release](#) on to service members and their families regarding Germany's new pet importation fee. Members of the U.S. Forces community who bring their pets along when they arrive in Germany for assignment will be charged a fee by German authorities beginning Feb. 1.

I know we have discussed the streamline of MilitaryINSTALLATIONS and a new template format for DIMS at the conference in May and I have tried to keep you updated on the progress. All of our projects are being discussed at my leadership level (and above!) while reviewing the entire relocation program. Every single program is being carefully reviewed in these days of budget cuts and efficiencies. I ask you to continue to look for efficiencies in your everyday work. I truly appreciate your patience and know it has been frustrating to think a great change is about to happen, when in fact, it hasn't yet left the planning phase.

This overarching Military Community & Family Policy theme this month is health and wellness. With the brand new year, I hope that you all will try to incorporate something new into your

lifestyle that promotes health and wellness. One of the first things I would ask you to consider is taking care of YOU! Drink more water; walk a little further, anything to make you healthier and happier. Regardless of what's going on (or not going on) in your life, take a minute to take a step back, breathe deeply and laugh. Having you healthy is so important because of the service you provide to our military members and their families. Be strong, love yourself and love others. Remember, just keep moving forward. You have my utmost respect!

I want to ensure your service representatives have an opportunity to share news via this communication avenue.

Navy Update for Navy Personnel

CNIC Releases New Online Navy Spouse Orientation Course (NAVYNEWS SERVICE 16 JAN 13)

WASHINGTON (NNS) -- Commander Navy Installations Command's Work and Family Life Department released an online training course for new Navy spouses called New Spouse Orientation, officials announced Jan. 16.

The course is designed to support new Navy spouses that may be geographically isolated or unable to attend this Fleet and Family Support Center workshop in person. The NSO course is available on demand 24/7.

The online training provides information on benefits, support services, military culture and resources to help Navy spouses adapt to the military lifestyle. According to Dede O'Rourke, CNIC relocation assistance program analyst, "The NSO course should be at the top of any new Navy spouse's to-do list."

For direct access to the course, visit

<http://learning.zeiders.refineddata.com/course/view.php?id=4502> or
<http://tinyurl.com/NewSpouseOrientation>.

This online training does not replace the Fleet and Family Support Center new spouse workshop; it provides access to those who cannot attend in person.

For more information on New Spouse Orientation please contact the Fleet and Family Support Center. To find your nearest center, visit the [Fleet & Family Support Program website](#).

For more news from Commander, Navy Installations Command, visit [America's Navy web page](#).

All my best,

Pam Cunningham

DIMS Tips and Reminders

The Defense Installation Messaging System (DIMS) is your relocation tool for managing your installation's information, contacts, articles and photos as they appear on MilitaryINSTALLATIONS. The following information focuses on DIMS system information regarding:

- USAREC Update Example
- Joint Base Consolidation Update
- Standard Articles on MilitaryINSTALLATIONS

USAREC Update Example

Defense Installation Management System is the system that installation personnel use to send content to the editorial team. All requests for updates must be sent through DIMS. To establish a DIMS account, visit <https://apps.militaryonesource.mil/dims> and follow the directions for Requesting Access. The account is established using your Common Access Card (CAC) and only needs to be established once.

The updated [USAREC Content Manual](#) is now linked on the DIMS homepage. The table on Pages 3 - 6 outlines the heading topics and associated content for the Installation Overview Article as applicable to each USAREC for MilitaryINSTALLATIONS.

Please review the updated [USAREC, Milwaukee Battalion, Wisconsin MI Installation Overview article](#) as an example of an updated USAREC in accordance with the [updated USAREC Content Manual](#).

Joint Base Consolidation Update

The Joint Base Consolidation files have been completed. However we have had some unforeseen technical issues with the consolidation to include naming conventions, contact directories and branch classifications. We are working diligently to correct these issues as soon as possible. Thank you for your patience while we work out the technical issues. We will be sending out a follow-up message through your service representatives for review instruction once the issues are resolved. Thank you again for all of your efforts and hard work on this project; it is greatly appreciated.

Standard Articles on MilitaryINSTALLATIONS

The following is a list of standard articles on MilitaryINSTALLATIONS. Please refer to the [PMM/MI Content Manual](#) for the complete listing of articles classified as:

- Installation specific
- Both installation-specific and standard (it is optional to provide additional information to supplement the standard article)

- Standard (restricted – highlighted in green in the table on Pages 9 - 11)

Suggestions for edits to standard articles may be submitted through Defense Installation Messaging System. The request will be forwarded to Pam Cunningham who will forward to the DoD program manager and/or appropriate subject matter expert(s) for consideration.

Standard Articles

- Child and Youth Programs
- Education – Local Schools
- Education – Overseas Schools
- Special Needs
- EFMP – Enrollment
- EFMP – Family Support
- Sponsorship

Installation Highlight of the Month – William Acevedo, RAP manager, Henderson Hall (Joint Base Myer-Henderson Hall)

The Installation Highlight of the Month focuses on William Acevedo, RAP manager, Henderson Hall (Joint Base Myer-Henderson Hall), who was recognized in December for providing support to military families at Fort George Meade, Md., as recommended by Tracey Reed, USMC RAP manager!

Marine recruiters schedule their shippers for processing on Mondays. Every Monday for the past four years, members of Henderson Hall's Marine and Family Programs have traveled to Fort Meade to help ease the anxieties and concerns of families through an informative and understanding "Welcome to the Military Family" brief.

William (Willie) Acevedo was recognized by Col. Neal F. McIntyre, commander of Eastern Sector HQ, United States Military Entrance Processing Command in North Chicago, Ill., for supporting the Baltimore Military Entrance Processing Station representing the Marine Corps at the MEPS.

Every Monday is "Marine Monday" at the Fort Meade, Baltimore MEPS and that is when Marines ship out to boot camp and families come to say their goodbyes. While the shippers are going through final screenings, families receive information regarding what's going to happen that day, the next day and beyond. Acevedo briefs the families on all military family programs that are available to include relocation and what to do if there is an emergency.

"Because I know how emotional and tense they are just a few hours prior to their loved ones leaving for boot camp, I calm their fears and they are very appreciative of the brief. I am very proud to continue to support our Marines and their families...Semper Fi," said Mr. Acevedo.

In the attached [photo](#), Commander of Eastern Sector HQ, United States Military Entrance Processing Command, Col. Neal F. McIntyre (left) presents plaques to three Marine Corps family staff, William Acevedo, RAP manager, Omar Teran, family team building program manager, and Vicky Johnson, military family life consultant (not shown) for their support to military families at Fort George Meade, Md. on Dec. 20. 1st Sgt. Daryl R. Hayes, Baltimore MEPS Senior Enlisted Advisor (right). (U.S. Marine Corps photo/Sophia Piellusch).

To submit an Installation Highlight, fill out the newly developed Relocation eNewsletter [Installation Highlight Submission Form](#) and submit to our [editorial staff](#) with your phone number and email address. Please be sure to provide direct web links for web resources. Submissions will be reviewed by the editorial team and we will contact you if we decide to use your story.

Did you know?

Check out these statistics about the Certification and Messages for the quarter ending December 31, 2012.

Certification

- 70% of installations certified during the December quarter.

Please certify your installation during the open certification months for each quarter:

- 1st quarter – December
- 2nd quarter – March
- 3rd quarter – June
- 4th quarter – September

Messages

- 30% (456) of messages requesting edits were submitted between October 1, 2012 and November 30, 2012.
- 70% (1051) of messages requesting edits were submitted during certification from December 1, 2012 to December 31, 2012.

Featured Resources

[MOS Tax Service](#)

Military OneSource is pleased to announce the availability of the Military OneSource version of the H&R Block At Home® Online tax preparation service. Learn more!

[Plan My Deployment](#)

Check out this great new resource that guides users throughout the different stages of deployment; before, during and after!

[MilitaryINSTALLATIONS State Pages](#)

When accessing [MilitaryINSTALLATIONS](#), entering a state is a good option for service members and families who are geographically dispersed, more specifically our National Guard and reserve families. There is a lot of great information on the state pages in MI to include contacts, websites and resources.

[MOS Health and Wellness Coaching](#)

The [Health and Wellness Coaching Program](#) is a free resource for eligible individuals who wish to improve their health and overall well-being.