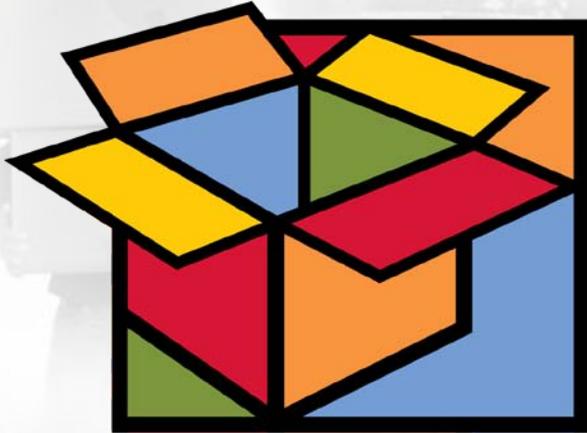


RELOCATION ASSISTANCE PROGRAM



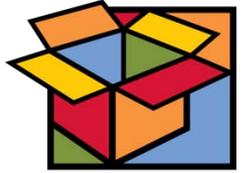
Moving Made Easy

Relocation: It's All About the Future *and YOU!*

Ms. Pamela Cunningham, OSD
Relocation Program Manager



**12th Annual Joint Services/Agency/ERC
Relocation Training Conference**

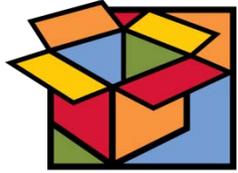


Overview

- **Review of 2009**
- **2010 Conference**

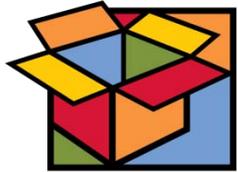
and

beyond



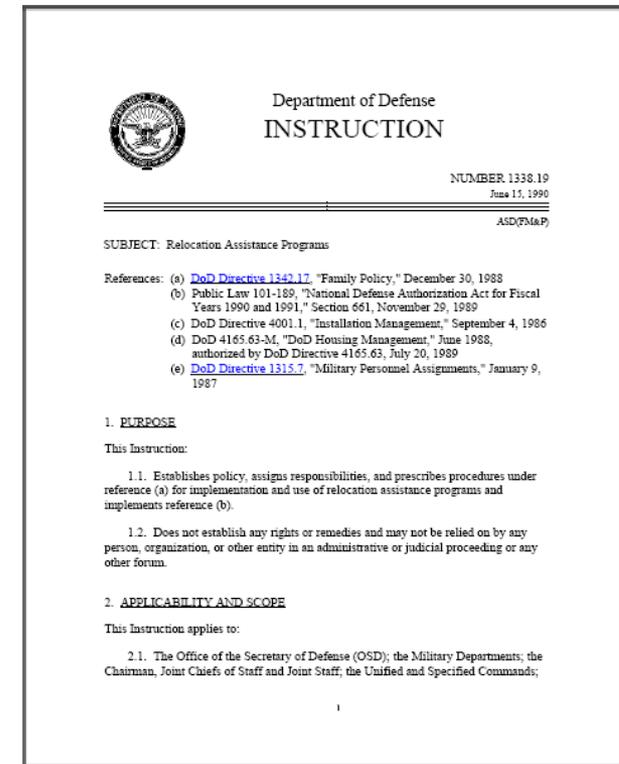
What We've Been Up To...

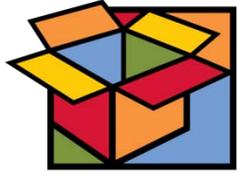
- **Worldwide Installation Needs Assessment**
- **HOMEFRONTConnections Community**
- **eSponsorship Application Training**
- **New MI and PMM Improvements**
- **Workshop Training Kits**
- **eLearning Modules**
- **Strategic Planning**
- **Marketing and Communications Planning**
- **MOS Relocation Information**



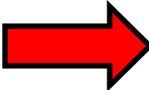
Needs Assessment Leads to DoDI Revision

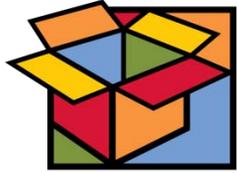
- Served us well for over 20 years
- Time for update
- Joint Services Project
- Collaboration with Family Policy
- Coordination expected Summer 2010





Worldwide Needs Assessment Status of Relocation Program

Do you utilize FACEBOOK / TWITTER for relocation?	Mostly No
Does your installation have their own relocation website for customers to use?	52 Yes - 58 No
 Does your installation have a Coordinating Committee that the relo person chairs or provides input?	18 Yes - 90 No 



Worldwide Needs Assessment

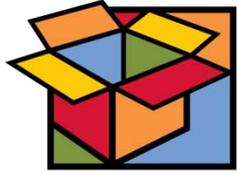
What You Told Me

FUNDING

1. Personnel / Staff
2. Training
3. Program Development
4. Supplies
5. Equipment
6. Facilities
7. Travel

RESOURCES

1. Funding Support
2. Office Space
3. Meeting Space
4. File / Storage Space
5. Child Care
6. Library Space
7. Volunteer Staff

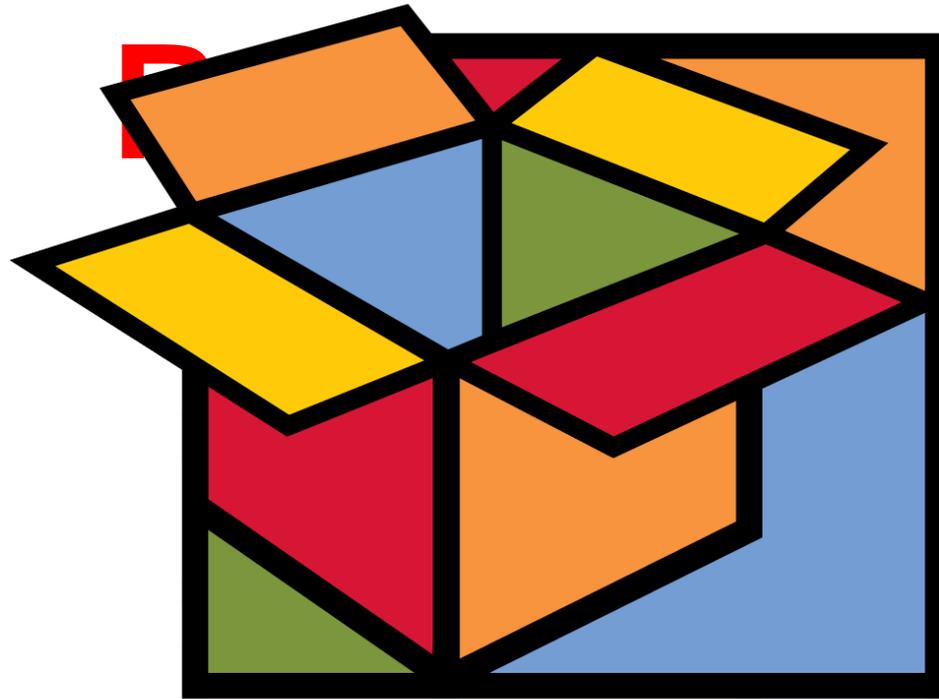


Worldwide Needs Assessment You Said You Wanted...

- **eSponsorship**
 - Training, duties, expectations, standardization
- **Additional marketing materials (i.e. posters, business cards, tri-folds, etc.)**
- **Better communication**
- **Training for relocation staff**
- **Relocation Assistance Coordinating Committee**
- **Shared Best Practices**

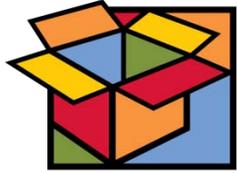
HOMEFRONTConnections

RELOCATION ASSISTANCE PROGRAM



Logo

Moving Made Easy



HOMEFRONTConnections – ReloRAP Community

- **Name the community contest**
- **ReloRAP winner**
 - Kathy Peterpaul MCAS New River
- **134 Members**
- **B2B solution**
- **Quick access to most up-to-date materials**

HOMEFRONTConnections

A social networking environment for service members, their families, and the working professionals who support them.

HOMEFRONTConnections provides a secure place where members of the military community can meet and interact online to share experiences, post pictures and videos, write blogs, and create discussion boards. Join an existing group or create your own!

Within this password protected environment, family readiness groups can create online communities, allowing family members to share information and resources.

Click to log in, or register if you're new to the site.

[Enter HOMEFRONTConnections](#) ▶



Information is not shared with marketers and commercial groups will never advertise here. Read our [Privacy Policy](#) and [User Agreement](#).



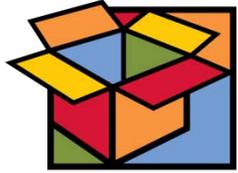
Military Community & Family Policy provides policy, tools, and resources to further enhance the quality of life of service members and their families. [Learn more](#) »



[About US](#) / [Privacy Policy & Security](#) / [Disclaimer](#) / [Link to Us](#) / [Plug-Ins](#) / [User Agreement](#)

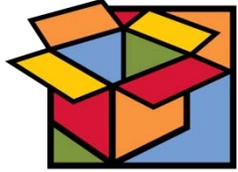
Contact HOMEFRONTConnections by sending email to the [Webmaster](#).





eSponsorship Application Training (eSAT)

- **Sponsors can take online course to learn HOW to be a sponsor**
- **Relocation Managers can utilize this as training tool to augment sponsorship training**
- **Trains the roles and responsibilities**
- **Connects the sponsor and newcomer electronically**
- **Provides feedback from sponsor and newcomer**



eSponsorship Application & Training

- **Available materials on ReloRAP at HomefrontCONNECTIONS**
 - Users Guide
 - Flyers for Unit and Sponsor
 - Quick Start Guides for Sponsor and Newcomer

eSAT

24,302

25000

20000

15000

10000

5000

0

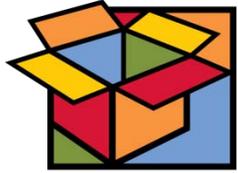
DEPLOYED
March 10, 2010

7,332

Page Views

Visits March

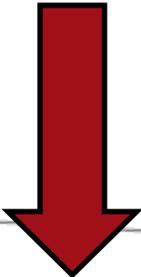
April



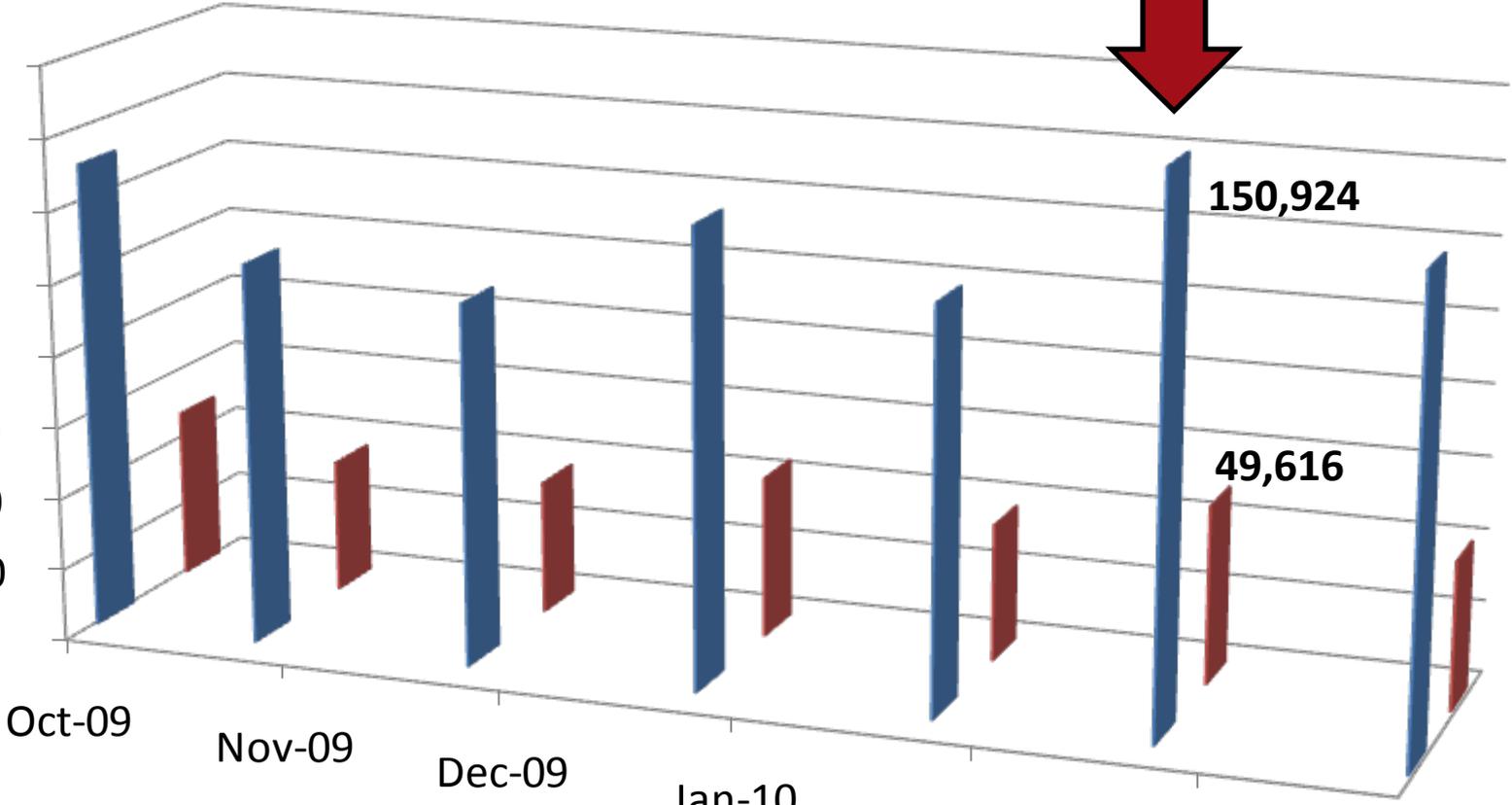
Military INSTALLATIONS and Plan My Move -- Usage

**Let the numbers
speak
for themselves**

PLAN MY MOVE



160,000
140,000
120,000
100,000
80,000
60,000
40,000
20,000
-



Oct-09 Nov-09 Dec-09 Jan-10 Feb-10 Mar-10 Apr-10

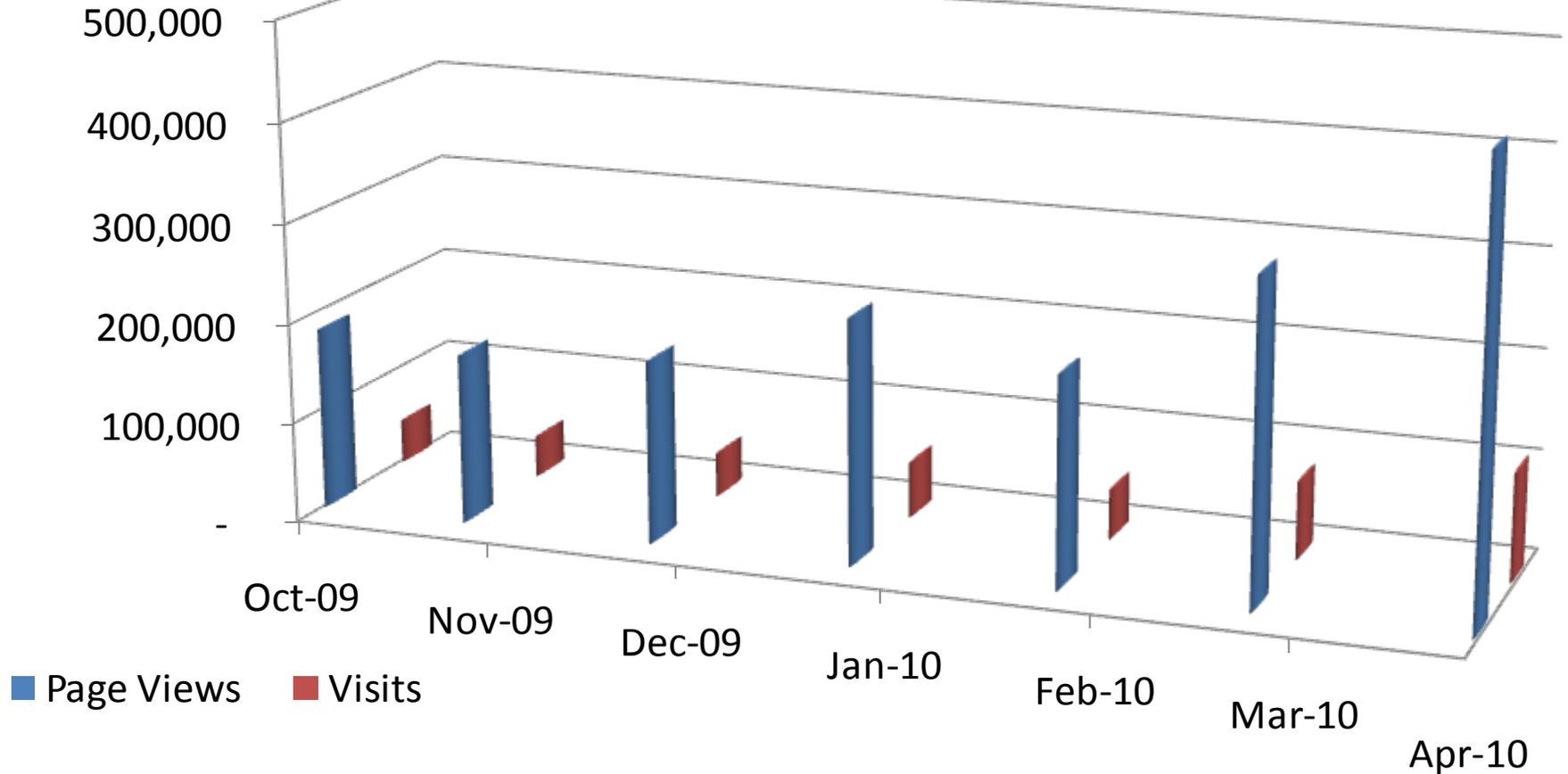
150,924

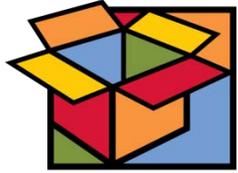
49,616

■ Page Views ■ Visits

MILITARYINSTALLATIONS

APRIL > 600,000 Page Views between MI & PMM

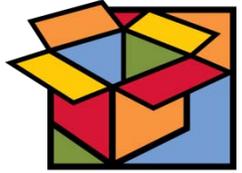




Updates to MilitaryINSTALLATIONS

- **Fast Facts**
- **Added articles Special Needs**
 - Special Needs (New)
 - Enrollment/EFMP (New)
 - Family Support/EFMP (New)
 - Health Care/Special Needs (Moved)
 - Special Needs Education/EIS (Moved)
- **Added new Directories**
 - Enrollment/EFM
 - Family Support/EFM





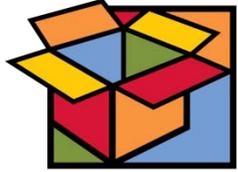
MilitaryINSTALLATIONS

- **Other New Articles**

- Family Center (add installation specific text)
- Library (add installation specific text)
- New Parent Support (add installation specific text)
- Child and Youth Services (standard)

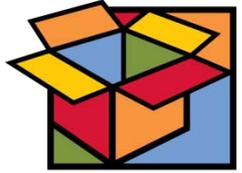
- **Other New Features**

- Request a Sponsor Link (on PMM above calendar too)
- Additional Resources



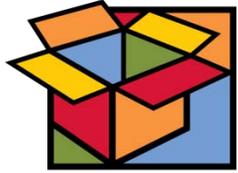
Military INSTALLATIONS -- State Pages

- **Primarily for geographically dispersed personnel**
- **Has information on State JFSAP services**
- **State website directory for military services**
- **Moving checklist similar to PMM**
 - 90 day calendar
- **Link to MOS Relocation Essentials**

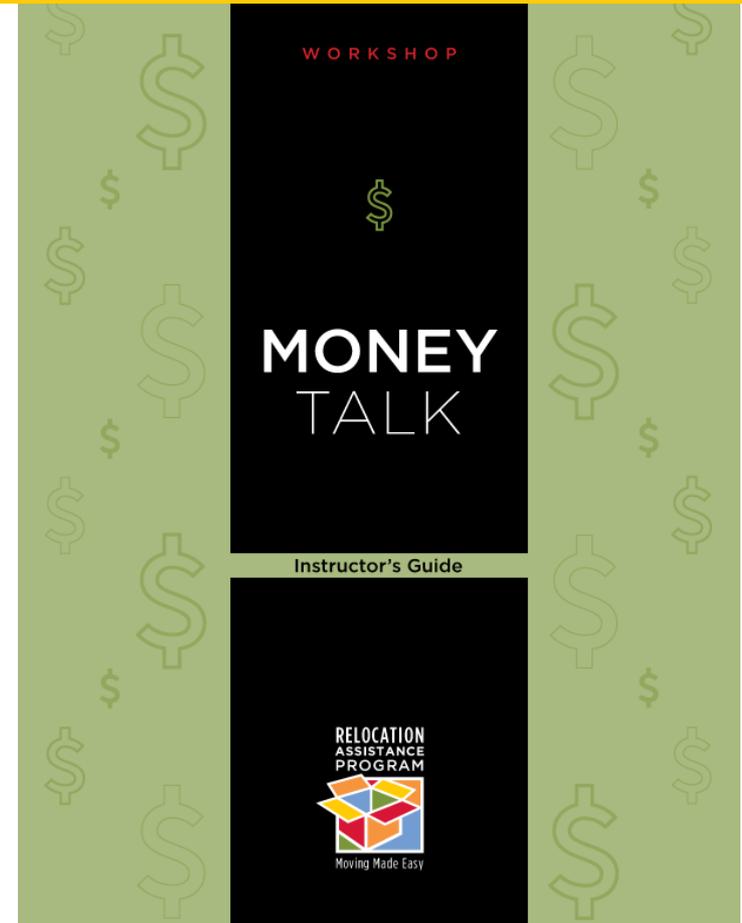
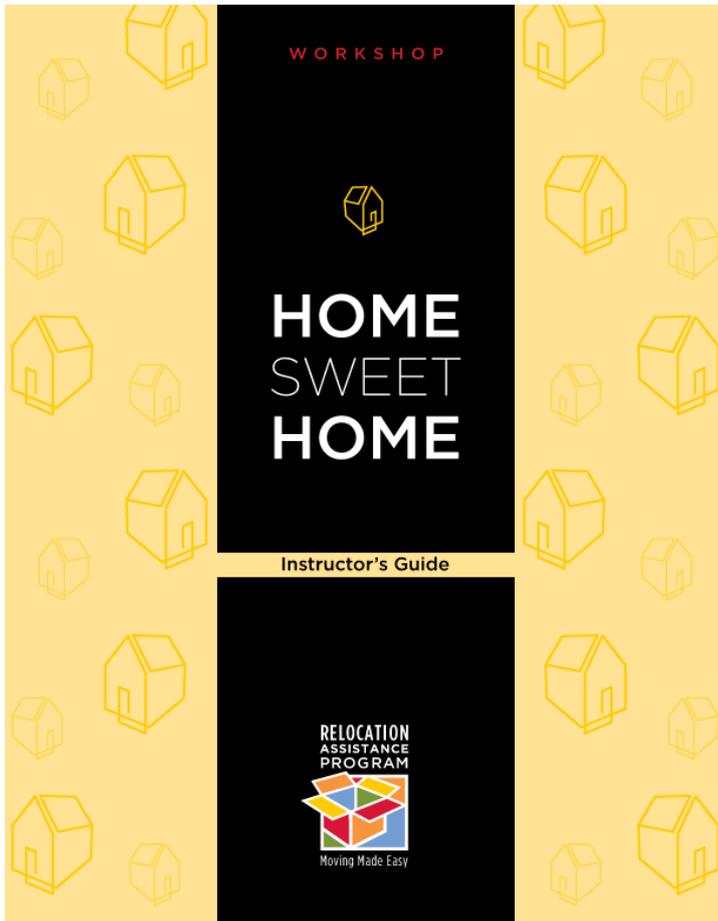


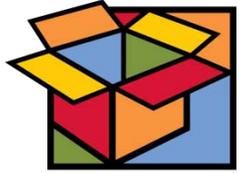
Plan My Move

- **Added new 6 week calendar view**
 - First time move
 - Designed for first assignment after advanced training
 - Only domestic
- **Created new content behind many of the links**
- **Added new resources**



Workshop Kits





Workshop Training Kits

- **Developed to assist Relocation Managers communicate with their customers**
- **Can be customized for installation**
- **Downloadable from HomeFrontConnections**
- **Workshop kits contain:**
 - Student Manual
 - Instructor's Guide
 - Slides and Handouts



Military Community & Family Policy

eLearning Environment

DoD Notice and Consent

You are accessing a U.S. Government (USG) information system (IS) that is provided for USG-authorized use only.

By using this IS, (which includes any device attached to this IS), you consent to the following conditions:

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All activity is logged with your host name and IP address.

- I do not agree. I have read and understood the statement and I agree to comply with all applicable regulations concerning use of the information from this web site.

[Proceed to Application](#)



Military Community & Family Policy

[Administration](#)

eLearning Environment

[Relocation »](#)

The Relocation Program assists service and family members with their permanent change of station moves by providing them with resources that contain vital information. These resources include planning calendars, checklists, and links to other valuable tools they will need to access at their departure and destination locations. To keep up-to-date on the newest programs and services available DoD, along with the Services' Headquarters Relocation Teams, have created on-line training that is available here. The training modules address basic functions of the Relocation Professional's job the job including: technology, communication, client services, program management and community resources. Get started now.



[About US](#) / [Privacy & Security](#) / [Disclaimer](#)



Release 05.08.10.1



Relocation Managers eLearning Basic Course

Create or Update Your Profile

You will need to register to begin your relocation training. To register please completely fill out the Profile information below. When you have completed the form below, select the "Create/Update Registration" button at the bottom of the page to save your changes.

This application will keep your information and recognize you when you logon in the future. If you need to update your profile you may do so at any time. Once you have completed the designated set of training modules you will receive a certificate of completion.

Fields marked with an asterisk * must be completed.

* First Name	<input type="text" value="Linda"/>
* Last Name	<input type="text" value="Rothleder"/>
* Service/DoD Agency	<input type="text" value="United States Army"/>
* Rank/Rate/GS Grade	<input type="text" value="GS 12"/> <small>Fill in your Rank or your GS designation.</small>
* Installation	<input type="text" value="Andrews AFB (Joint Base Andrews-Naval Air Facility Washington)"/>
* Email Address	<input type="text" value="linda.rothleder.ctr@mhf.dod.mil"/> <small>Your official .mil email address</small>
Alt Email Address	<input type="text"/> <small>Personal email address</small>
* Work Phone	<input type="text" value="301-384-5696"/>
DSN Phone	<input type="text"/>
Fax Number	<input type="text"/>

Create/Update Profile

Continue >



Relocation Managers eLearning Basic Course

[Welcome](#) » [Profile](#) » [Course Status](#)

Welcome Linda Rothleder!

To begin a new module or continue a module, please make a selection from the course titles below. Next to each course title is a "Completion Status". This function will enable you to see which courses you have completed and which ones you have not.

Please select from the following list of Relocation eLearning courses.

COURSE TITLE (click to launch course)	COMPLETION STATUS
Defense Installation Messaging System (DIMS)	 Course started on 28 March 2010 (pg. 2)
Plan My Move (PMM)	 Course completed on 08 May 2010 (Certificate)
MilitaryINSTALLATIONS (MI)	 Course completed on 08 May 2010 (Certificate)
eSponsorship Application & Training (eSAT)	None
Relocation Managers Job	None

Once all courses have been passed, a certificate of completion will be made available for download.

Relocation Resources

- » [MilitaryINSTALLATIONS](#)
- » [Plan My Move](#)
- » [eSponsorship Application & Training](#)
- » [Money Talk Workshop Kit](#)
- » [Home Sweet Home Workshop Kit](#)
- » [ReloRAP Community](#)
- » [HOMEFRONTConnections](#)



Military Community & Family Policy provides policy, tools, and resources to further enhance the quality of life of service members and their families. [Learn more](#) »





Relocation Managers eLearning Basic Course

MilitaryINSTALLATIONS (MI)

[Welcome](#) » [Profile](#) » [Course Status](#) » [Training \(1/88\)](#)

Part 1: Overview

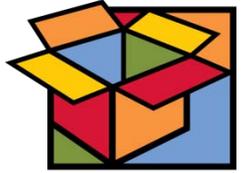
Welcome to MilitaryINSTALLATIONS (MI) training. This module provides an overview of the MI application and checking your knowledge on some key points. MilitaryINSTALLATIONS is used heavily by service and family members worldwide. It contains information relevant to active duty, guard and reserve. The information is submitted from relocation personnel in the field to a team of MilitaryHOMEFRONT editors who vet the information, sometimes revise, and post to the website. It is a continuous process. It is very valuable to its users and therefore critical that it is kept up to date.

[Continue »](#)

[Start Over »](#)

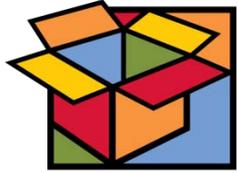
MilitaryINSTALLATIONS

Relocation Assistance Program
(RAP)



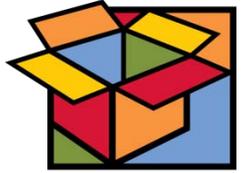
eLearning Modules

- **Online training – self paced**
- **Developed to increase proficiency for Relocation Assistance Program Managers**
 - Certificate upon completion
 - Services continuing education application requirements will differ
- **Basic, Intermediate and Advanced Courses**



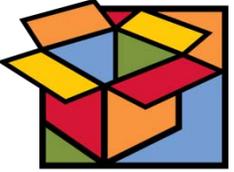
Basic Course Modules

- **Defense Information Messaging System (DIMS)**
- **Plan My Move (PMM)**
- **MilitaryINSTALLATIONS (MI)**
- **eSponsorship Application & Training (eSAT)**
- **Relocation Assistance Managers Job**



Intermediate Course Modules

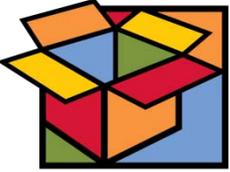
- **Marketing**
- **Performance Measurement**
- **Workshops, Briefings and Trainings**
- **Client Counseling and Customer Service**
- **Allowances and Benefits**
- **Mobility History and Theory**



Strategic Planning

- **Off-site working group meetings**
- **Meetings with field staff**
- **Feedback from field**

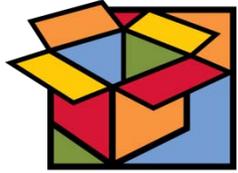




Mission

*“To support, educate, and empower
the mobile DoD force”*

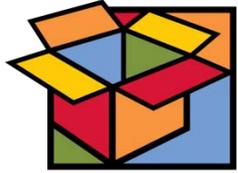




Vision

*“To provide world class
relocation services to all relocating
DoD personnel and their families”*





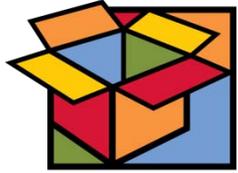
Core Values

- **Integrity:**

- *We will treat all customers equally, with honesty and respect*

- **Commitment:**

- *We will provide world class service to all of our families in a timely, focused fashion*



Core Values

- **Innovation:**

- *We will go above and beyond in seeking creative solutions*

- **Credibility:**

- *We remain committed to ongoing learning and professional development in our field*



A 24/7 Resource for
Military Members, Spouses & Families

1.800.342.9647

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1.800.342.9647

or call OCONUS:



Counseling



E-mail
and get answers

Moving

Home Buying or Renting

- [Buying/Selling a Home](#)
- [Mortgages/Refinancing](#)
- [Renting](#)

Military Relocation

- [Adjusting to a New Community](#)
- [Changing Schools](#)
- [International Relocation](#)
- [Preparing for Relocation](#)

Relocation and Your Career

- [Finding a Job](#)
- [Job Loss](#)
- [Relocating for Work](#)

International Relocation

- [Communication Issues Living Abroad](#)
- [Moving Abroad](#)
- [Relocation Stress - Living Abroad](#)
- [Traveling Abroad](#)
- [Working Abroad](#)

Moving

- [Making Connections in a New Community](#)
- [Planning a Move](#)

Relocation Resources

- [Community Resources](#)
- [Finding Health/Medical Resources](#)

Resources

DoD and Branch Resources

[Plan My Move](#)

[Military Installations](#)

[MilitaryHOMEFRONT](#)

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[A Step Ahead: Getting Ready to Relocate as a Military Family](#)

[Helping Your Teenager Cope with Relocation](#)

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Counseling



E-mail
and get answers

Moving

RELOCATION
ASSISTANCE
PROGRAM



Moving Made Easy

Relocation Program

Military OneSource is making your next move easier!

Are you Moving? Moving and traveling for the military can be confusing to both young and experienced service and family members. Military OneSource will ensure that you make smart financial decisions, plan a smooth move, and receive all of your allowances and entitlements. Contact us 24/7 by phone 1-800-342-9647, by e-mail, or use the resources below to research and organize your move.

Quick Reference Guides

[Finances](#) | [Child Care](#) | [Schools](#) | [Employment Household Goods](#)
[Special Circumstances](#) | [Single Service Member Housing](#)

[Home Buying or Renting](#)

[International Relocation](#)

[Buying/Selling a Home](#)
[Mortgages/Refinancing](#)

[Communication Issues Living Abroad](#)

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DoD and Branch Resources

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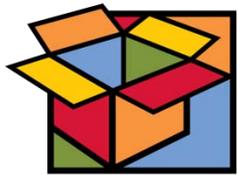
[Helping Your Teenager Cope with Relocation](#)

On this site

[Moving and Relocation Page](#)

[Relocation Tool](#)

[Discussion Boards](#)



The Way Ahead

- **Remainder 2010**
 - Official eSAT Launch
 - Deploy eLearning Application
 - Launch MOS redesign
 - Provide two more Workshop Kits
 - Develop marketing materials
 - Complete strategic plan
 - Complete communication plan