

Senior Spouse Update Summary

Current as of March 28, 2025



On March 25, 2025, Acting Deputy Assistant Secretary of Defense for Military Community and Family Policy Lee Kelley presented a quarterly briefing to 80 senior military spouses, detailing the latest activities of USTRANSCOM.

Based at Scott Air Force Base in Illinois, USTRANSCOM ensures seamless, synchronized global deployment and distribution operations. It delivers innovative transportation solutions to support soldiers, sailors, airmen, Marines, guardians and Coast Guardsmen wherever and whenever they are deployed.

The next Senior Spouse Quarterly Update meeting will occur in June 2025.

Ms. Kelley kicked off the presentation by introducing herself in her new role as acting DASD and reiterated the MC&FP mission of contributing to force readiness and quality of life by providing policies and programs that advance the well-being of warfighters, their families, survivors and other eligible members of the military community. She also highlighted the addition of several workforce reduction resources on MilitaryOneSource.mil for affected federal employees.

Next, **Mr. Robert Dawson, director of the Defense Personal Property Management Office at USTRANSCOM**, provided an overview of his role, the DPMO mission and what service members and their families can expect in the DOD's upcoming peak moving season. Mr. Dawson's briefing was accompanied by several PowerPoint slides.

Mr. Dawson outlined the Defense Department's Household Goods program as a joint program supporting all military services, DOD civilians and the Coast Guard. As the department's program manager for the Defense Personal Property Program, or DP3, Mr. Dawson integrates operational, financial, contractual, policy and information technology components in collaboration with the military services.

DP3 oversees the management of non-temporary storage and the movement of household goods and privately owned vehicles, ensuring support for warfighters and their families wherever they are stationed. Mr. Dawson emphasized the program's strong engagement with military spouses, noting that their input is critical to "getting it right."

He also addressed several challenges DP3 has faced in recent years and proposed potential solutions to enhance the program's effectiveness.

- Challenges during PCS season are common, as 800 to 900 people are "on the move" every day — getting goods picked up, getting ready to move to the next station or transitioning into separation or retirement.
- A significant portion of the moves — 42% — take place between May 15 and Labor Day, creating a huge demand during that period. DP3 sees a drop in customer satisfaction, missed pickups and deliveries but is working to mitigate the impact of private industry's capacity constraints on service members and families.

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- A major transformation is underway to improve the customer experience with the implementation of the Global Household Goods Contract. We are still in the early days of the GHC implementation and are controlling the pace based on the performance of the GHC contractor, HomeSafe Alliance.
- During DOD's 2025 peak moving season, some customers will move under the GHC program, while others will continue to move under the legacy Tender of Service, or TOS, program. The local transportation office at each installation can provide customers with more details on this gradual transformation.
- Mr. Dawson noted that there is a lot of inaccurate information about reimbursement rates for personally procured moves, also known as PPM. The information that HomeSafe is controlling the rates of reimbursement to service members is false. The DOD determines the PPM reimbursement rates to customers based on what it would have paid HomeSafe to conduct the move.
- Service members considering a PPM should consult with a personal property counselor at their local transportation office for an accurate reimbursement estimate.
- Mr. Dawson's best advice to service members and their families for a successful move is to know their entitlements, which they can find on the Moving Your Personal Property pages on Military OneSource, and to communicate with their local transportation office for specific questions or if their move isn't going as expected.
- Mr. Dawson explained that DP3 is striving to standardize processes, drive business improvements and enhance the experience for service members and their families. Additionally, the program is encouraging the commercial moving industry that currently provides moving services for DOD to adapt and improve its practices to better support service members, DOD civilians and military families.

Links discussed by acting DASD Lee Kelley:

- **Executive Orders and Memoranda Summaries: Guidance for Federal Policies:**
<https://www.dcpas.osd.mil/hottopics/executive-orders-and-presidential-memorandums>
- **Confidential Support for Federal Agency Employees:**
<https://www.militaryonesource.mil/resources/millife-guides/eap-programs-for-federal-employees/>

Check out our Military OneSource webpage developed just for the Senior Spouse Roundtable updates. You'll find links to all of the resources discussed in the webinar, as well as other spouse resources you can share with your key spouse groups and installation spouses.

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Links discussed by USTRANSCOM:

- **Military OneSource Moving Your Personal Property topic center:**
<https://www.militaryonesource.mil/moving-pcs/moving-personal-property/>
- **MilMove YouTube video:** <https://www.youtube.com/watch?v=FjFIG2sEAx0>
- **Tender of Service PPM (Personally Procured Moves) fact sheet:**
<https://www.militaryonesource.mil/documents/personally-procured-moves-and-rogue-operators-fact-sheet-d1375/>
- **Global Household Goods Contract PPM fact sheet:**
<https://www.militaryonesource.mil/documents/personally-procured-moves-using-milmove-d1415/>
- **Military OneSource Global Household Goods Contract MilLife Guide:**
<https://www.militaryonesource.mil/resources/millife-guides/ustranscom-global-household-goods-contract/>
- **Fact sheet library with products on all topics regarding moving your personal property:**
<https://www.militaryonesource.mil/resources/tools/personal-property-resources/#forms-fact-sheets>
- **Customer Satisfaction Survey fact sheet:**
<https://www.militaryonesource.mil/documents/customer-satisfaction-survey-and-best-value-score-fact-sheet-d1262/>

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