Military Community & Family Policy

RELOCATION
ASSISTANCE
PROGRAM

Moving Made Easy

MilitaryINSTALLATIONS:

Content Manual for the U.S. ARMY RECRUITING COMMAND

August 2016

Contents

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

The U.S. Army Recruiting Command population faces challenges that are different from service members and families stationed on large military installations. Due to these differences, USAREC has developed a unique content manual for providing necessary information. The USAREC Battalion Soldier and Family Assistance program managers are responsible for providing one overview article, contacts, major unit listings (including company listings) and at least one photo, as appropriate.

The Defense Installation Messaging System

The Defense Installation Messaging System, or DIMS, is a communication tool that connects Battalion Soldier and Family Assistance program managers with the editors who maintain the MilitaryINSTALLATIONS and Plan My Move websites. The DIMS editors provide a review of the content prior to publication on the internet.

Instructions for accessing and using DIMS are available in the [DIMS User Guide](#). Any technical questions should be directed to the help desk, which can be reached at 888-363-6431 or by email at support@militaryonesource.mil. Once you've completed the registration process and your account request is approved, you will receive an approval email. You may then access DIMS to submit updates to your installation's content.

Installation Overview

The USAREC Battalion Soldier and Family Assistance program managers write and maintain the Installation Overview article for each USAREC installation. The following outlines the subheadings and associated content for the Installation Overview:

- **General introduction statement** – This statement (see below) appears on every USAREC file as an introduction and has been provided by USAREC headquarters. This content can only be edited by USAREC headquarters personnel.

- **Location** – The information included in this paragraph should include the state and area surrounding the unit, population information and a link to the unit's website or the USAREC home page.

- **Child Care** – Include relevant information about child care in your location.

- **EFMP Enrollment** – Provide contact information and a brief summary of information on enrollment and support services for the Exceptional Family Member Program.

- **Emergency Assistance** – This section should include available local emergency contact information, such as the American Red Cross, the nearest military treatment facility and other emergency medical facilities.

- **Family Center Assistance** – This section should include a listing of any available programs and services.

- **Financial Assistance** – In this section, please include any financial programs available at your location, including .mil or .gov website links.

- **Housing** – This section should include housing availability (number and size of quarters), eligibility (waiting times and special needs issues), application procedures (including site links, if applicable) and other options (such as local community housing and privatized

housing). Also include options for single service members, such as dormitories and barracks, with information on availability and application procedures.

- **Household Goods** – Be sure to list contact information for the transportation office.

- **Shipping Pets** – Include information on quarantines, boarding and any special rules for vaccinations, licensing and registration. Be sure to add information for service members traveling with pets, such as air travel restrictions and restrictions for pets traveling during certain seasons.

- **Legal Assistance** – List contact information for the legal assistance office, if applicable.

- **Motor Vehicle Registration** – Be sure to include location-specific information, such as registration, decals, parking restrictions, etc.

- **Medical Services** – Here you can include links to TRICARE, location information for your nearest TRICARE service center, as well as any civilian facilities.

- **Relocation Assistance** – Be sure to include services and programs offered, such as newcomers briefings or a loan closet. Include links to Plan My Move and Military OneSource.

- **Reporting Procedures** – List the reporting procedures, including the commercial and DSN numbers.

- **Schools** – Give a broad overview of the local education options, including DoD schools, public schools, private schools and any other alternatives. Be sure to links to local school districts, as well as information on before- and after-school programs, sports programs and programs for children with special needs.

- **Sponsorship** – Describe how newcomers can find a sponsor, indicate if sponsors will meet new personnel and reference reporting procedures.

- **Critical Information** – This section should include deployment and GPS information, housing issues and other important topics not covered above.

Tips for writing the Installation Overview:

- Use civilian time.
- Use complete phone numbers, including area codes.
- Avoid using acronyms.
- Use bullets and lists as much as possible.
- Don't include email links within articles.
- Submit the overview as a Microsoft Word file in an attachment to your DIMS message. After the initial submission, all edits should be indicated using the Track Changes feature in Microsoft Word.

General introduction statement
(This statement is for informational purposes only; it will be included in every file and can only be edited by USAREC headquarters.)

The U.S. Army Recruiting Command and its Soldiers, Families, Civilians and Contractors are the Army's trusted ambassadors to the American people. We "Provide the Strength" from the 1,400-plus recruiting stations nationwide and overseas.

Recruiting is one of the most critical jobs in the Army and it's an extremely important mission. USAREC is a geographically dispersed unit, located throughout the 48 continental states, Hawaii, Alaska, U.S. Virgin Islands, Puerto Rico, Europe, Guam, Saipan, Japan and Korea.

Due to the geographical dispersal of the units within USAREC, Soldiers and Families may find themselves living many miles from a military installation. For some, transitioning into a civilian community can be difficult.

USAREC stands proud knowing we have Soldiers and Families like you who are up for a challenge. Ensuring the quality of life for our Soldiers, Families, Civilians and Contractors is as important as the annual mission. Taking care of each other only makes us stronger. As a team – with Soldiers, Families, Civilians and Contractors hand in hand – we will strive daily to achieve success. We pledge to give you all we have to ensure your time in USAREC is nothing short of rewarding.

Contacts

Like the overview article, your installation's contacts are updated and maintained through DIMS. When submitting changes to contacts, do not send a complete replacement without sending the original and showing exactly what has changed. Use Microsoft Word with Track Changes or highlight your changes in some way.

Each installation must provide a location contact and a contact for the Relocation Assistance Program. Other contacts will depend on the available programs and services on your installation. Refer to the drop-down menu in the DIMS Contact Information tab for a list of your installation's contacts.

All contacts must include with the following information when applicable:

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

Major Unit Listing

For USAREC locations, the Major Unit Listing will include companies under the battalion. Soldier and Family Assistance program managers are responsible for providing this information through DIMS.

Each listing must include a commercial phone number and a DSN phone number. Addresses are not included in the listings, but websites may be included. Set up listings according to the following example:

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

Changes must be submitted through DIMS. As with all changes, please highlight the changes being made to the current text or phone number. Please do not include descriptions, addresses or email addresses, as there is not room to accommodate this information in the Major Unit Listing.

Photos

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

- Format should be JPEG/JPG (preferred), PNG or GIF files only.
- File size should be no larger than 100 KB per image.
- Maximum image dimensions should be 640 by 480 pixels (total pixel size no larger than 307,200 pixels). If you have trouble resizing photos, contact the help desk for assistance (888-363-6431 or support@militaryonesource.mil).
- Scanned photos should be 300 dpi. Use 4-inch by 5-inch or 4-inch by 6-inch photos for best results.
- PowerPoint or Word documents with multiple photos for the installation photo gallery will not be accepted.
- Submit your photo title and description (optional) in the message field when you submit the photo. MilitaryINSTALLATIONS can accommodate as many photos as you would like for your installation.

Summary

The USAREC headquarters personnel are responsible for:

- Providing a list of additional resources by topic
- Coordinating and approving standard text (including the introduction statement for the Installation Overview article)
- Developing a plan for new topics as they are added

The USAREC Battalion Soldier and Family Assistance program managers are responsible for:

- Appling for a DIMS account
- Providing text of article content (not including the introduction statement)
- Providing complete contact information
- Providing complete listings for major units (company) information
- Providing photos (at least one per location)
- Reviewing all information at least every quarter
- Certifying content quarterly
- Providing all updates to keep information current as needed