

NEO FREQUENTLY ASKED QUESTIONS

(Q) What is NEO and who is responsible for activating it?

(A) NEO stands for Noncombatant Evacuation Operation. NEO is activated by EUCOM and executed by USAREUR.

(Q) Under what conditions is NEO initiated?

(A) If the EUCOM commander feels that there is imminent danger to civilians/families and that adequate protection cannot be provided, NEO is activated.

(Q) Who notifies family members if NEO is activated? Will the senior spouses be notified first?

(A) The military chain will be activated, and they will need to activate family liaisons. For this reason, the FRG leader needs to have correct strip maps and phone numbers to each family/civilians house in order to ensure rapid notification of all family members.

FINANCE FREQUENTLY ASKED QUESTIONS

(Q) Can a spouse initiate the deployment saving plan after the 30-day initial deployment period?
Can a spouse make a lump sum deposit?

(A) Only the soldier can sign-up for the SDP. Deposits can be made via allotment (preferred method), check, cash, or money order to his Finance Detachment for the amount of his unallotted pay and allowances (not to exceed \$10,000). If method of deposit is other than allotment, soldier needs to keep a copy of all Cash Collection Vouchers (DD Form 1131) received for SDP deposits - this serves as the soldier's receipt of deposit.

(Q) What additional pay will a soldier receive during deployment?

(A) Soldiers receive the following pay entitlement during deployments:

- Hostile fire pay \$150 (only authorized areas)
- Family separation \$100- \$3.33 daily rate (if applicable)
- Hardship pay \$50- \$150/ month (varies by rank and location)

(Q) Do soldiers receive tax exemptions during deployments?

(A) Enlisted soldiers and Warrant Officers deployed to a Combat Zone Tax Exempt (CZTE) area are exempt from paying federal taxes. Commissioned Officers are exempt up to \$5882.70 of their monthly base pay. The exemption starts the month the soldier deploys and is terminated the month the soldier returns.

(Q) Who fills out the paper work for extra pay entitlements once a soldier deploys?

(A) The unit Personnel Actions Center (PAC) fills out the soldier's records once he departs and

submits it to finance. This ensures that the soldier is tax exempt immediately. Soldiers who have any finance issues will also have finance support in their new theater of operations. A soldier can leave a "special" power of attorney for his/her spouse to enable that person to establish, stop or change allotments, and/or a general power of attorney to receive a LES or W2. A special power of attorney is needed for a spouse to cash a treasury check at an army disbursing office. A DA Form 2761 is needed for a spouse to cash checks at an army disbursing office.

(Q) Is the service member still entitled to separate rations during deployment?

(A) Yes, the service member is still entitled to separate rations during a deployment. This entitlement is not terminated. Also, all soldiers who are on meal cards are given full Basic Allowance for Subsistence (BAS).

(Q) Can a spouse access the service member's LES access via the Internet?

(A) No, the "MYPAY" website service is strictly for the soldiers access. However, spouses can receive a LES from their rear Detachment Commander if they have a general or special power of attorney.

(Q) What is the best way for a spouse to gain access to the checking account during a deployment?

(A) The family should discuss financial agreements prior to deployment. Families should consider the following options:

1. ACS financial planning section: can assist with the completion of a family budget

2. Set up separate checking accounts for both parties. A monthly allotment can be used to fund the second account.

3. The soldier maintains three checking accounts. One account is utilized to pay the

monthly bills. The other two accounts are utilized for a monthly allowance to both parties to cover monthly spending.

4. Spouse has sole control of one checkbook, and soldier has control of the other checkbook.

5. Ensure that both parties are not drawing money from the same account. This could cause severe financial hardship if the account is overdrawn. Unless the family comes up with a predetermined amount the soldier will cash each month at a certain time frame (ie. \$100 at midmonth).

(Q) Will soldiers have access to cash in their deployed environment?

(A) Yes. Soldiers can either cash a check at finance or request a "casual pay" for cash that will automatically be deducted from their next paycheck.

(Q) Can a spouse get a pin number for "my pay"?

(A) No, spouses do not get individual pin numbers. My pay is a program intended for the soldier's benefit.

(Q) Can a spouse alter allotments with my pay?

(A) At the present time, allotments cannot be altered in my pay. In the future, once access is granted, only the military member should alter allotments. However, spouses can establish/stop/change allotments with a Special Power of Attorney. The power of attorney must specifically state that the person can "establish, change, or stop an allotment on behalf of the service member". All other finance issues can be done with a general power of attorney; this is the only issue requiring a special power of attorney.

(Q) If a soldier moves out of off post housing, and has household goods placed in government storage,

will he/she receive Basic Allowance for Housing (BAH).

(A) Once a soldier no longer resides in off post housing or on post housing the soldier receives BAH Type II Rate or the Table Rate which is at a greatly reduced rate and included in the soldier's regular pay.

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ARMY KNOWLEDGE ON LINE ACCOUNTS / INTERNET SERVICE
FREQUENTLY ASKED QUESTIONS

(Q) Can a soldier get a visitor logon and password for his/her spouse?

(A) Yes, a soldier can get a logon and password for his/her spouse. A spouse can acquire an e-mail account by going to us.army.mil (AKO website) home page. Once you get to this page, click on the new user icon. Next, click on the guest icon. You will then have the opportunity to register for an AKO (Army Knowledge On Line) account as a guest. You will need your sponsor's AKO account to do this. The service member is the approval authority for the spouse's receipt of an AKO account and password. The spouse has the right to refusal. Service members should remember that hotmail access is limited on government computers. Therefore, access to army knowledge on line ensures that the spouse has a valid e-mail account that can be utilized to communicate during deployments.

(Q) Will family members be able to email their sponsors through our America On Line (AOL) account?

(A) Yes, a family member can send e-mail to a deployed soldier via AOL. The service member, however, will not have AOL on his/her government computer. E-mail traffic should be sent to their service member's AKO account.

TAXES FREQUENTLY ASKED QUESTIONS

(Q) Will income tax assistance be available to family members during deployment?

(A) Tax offices will be available starting in February. In addition, companies are required to have a trained tax advisor whose sole purpose is to provide tax assistance to service members and their families during tax season. In addition, each military installation provides tax assistance via the jag office.

(Q) If a spouse has a Power Of Attorney (POA), can he/she file for taxes in the service members absence?

(A) Yes. A spouse can file for taxes with a general power attorney. See the power of attorney FAQ section for more information. If the spouse wishes to conduct business other than simply filing the tax form, he/she will need an IRS Power of Attorney. If the service member is unavailable for signature due to deployment, the spouse can sign on his/her behalf.

(Q) If a spouse is deployed, will he/she get an extension to file income taxes?

(A) Yes, a Service Member receives an automatic extension for residing in a country other than the United States.

DRIVER'S LICENSING / VEHICLE REGISTRATION
FREQUENTLY ASKED QUESTIONS

(Q) Can a foreign born spouse with German license plates obtain gas coupons?

(A) You need a USAREUR vehicle registration to purchase gas coupons. Service members married to foreign-born German spouses should get USAREUR license plates for the vehicle. Once the vehicle is plated with USAREUR plates, the spouse can purchase gas coupons in the Shoppette/PX.

(Q) When is the best time for a spouse to take the written driver's license test?

(A) Military members should always prepare their families for their absence. Spouse should attempt to receive their driver's licenses as soon as they arrive in country. The sponsor's presence is not mandatory for the receipt of the spouse's driver's license. It is paramount that sponsors equip their spouses to be independent. Spouses can go to their local driver's licensing office to receive a copy of the study guide. You must sign up for an appointment to take a two-hour block of instruction and written driver's license test. You must have a copy of the vehicle's registration with your name on it, and current insurance coverage in order to operate a POV.

(Q) Can a spouse receive a driver's license if he/she does not have a valid stateside driver's license? Is there any way she can get a USAREUR driver's license?

(A) No, a USAREUR driver's license cannot be issued to an individual that does not have a valid stateside driver's license. A USAREUR driver's license can only be issued for the same class of vehicle listed on the stateside driver's license. Persons that do not have a stateside driver's

license must return to the states to have a license issued, or they can take the German driver's license class.

(Q) Can a person from the United States drive a USAREUR plated vehicle without a USAREUR driver's license?

(A) Yes. The person must have the following to drive a USAREUR plated vehicle without a USAREUR driver's license (1) international driver's license from the states (2) stateside driver's license with a valid class of vehicle that matches the class of vehicle they will drive in Germany (3) an exception to policy from the mp customs agency. The MP Customs Office is usually collocated with the Provost Marshall's office. In order to complete the exception to policy, the applicant needs the items listed in number 1 and 2 above. In addition, they need the license plate of the vehicle they wish to operate. In addition, you must provide information about the duration of your stay. The exception to policy is normally given for a period of 90 days.

(Q) What will happen if both names are not on the vehicle registration before service member deploys. Can a name be added during the deployment?

(A) The Service Member should ensure that both names are on the Vehicle Registration in order for the spouse to receive gasoline coupons. Yes, a spouse can add his/her name to the POV registration with a POA.

SPACE A TRAVEL FREQUENTLY ASKED QUESTIONS

(Q) Can a spouse travel Space Available (Space A) without her sponsor?

(A) Dependents can travel Space A without their sponsor if they receive a command sponsorship letter from their Rear Detachment Commander. The letter should have the sponsor's name, rank, and social security number. It should also include the names of the sponsor's family members. Dependents can use this even when unaccompanied by the service member. For more information, view the following website:

http://www.dtic.mil/whs/directives/corres/pdf/451513r_1194/p451513r.pdf

PERSONNEL QUESTIONS

(Q) I anticipate hitting my MRD (Mandatory Retirement Date) while deployed. Can the army hold me beyond my MRD against my will? If I want to serve beyond my MRD while deployed, can I volunteer to do so? If I am held beyond my MRD due to deployment, when I re-deploy, will I have sufficient time (say 180 days) to transition, or will I be immediately retired?

(A) The army will not hold you past your MRD. You can ask for an exception to policy to serve past your MRD, though they are rarely granted. The stop-movement message for this theater provides that a soldier will be returned to home station NLT 60 days prior to their MRD.

(Q) Can a family member other than an "immediate family member" receive a temporary ID card if they come to Germany to assist during deployment?

(A) No, but, there is a program called the in-loco-parents authorization, in which the program can grant customs and tax exemptions for non-sofa status personnel while caring for the child(ren) of single soldiers and civilians component members and dual military and civilian component personnel, deployed/deploying. Request for this program must be forwarded to the HQ USAREUR & 7A, PMO, attn; Host Nation Customs Policy Branch, Unit 29931, APO AE 09086

(Q) How do stop movement orders affect the soldier and his/her family?

(A) The guidance for stop movement comes directly from the department of the army. A stop move order is specific, and only pertains to certain unit that is on the TPFDD (deployment roster). If a person is in a unit that is stop move, they cannot PCS. If a service member is on orders, they are null and void once a stop move order is issued. In

addition, the stop move order contains very specific information about which personnel in the unit are affected by the message.

(Q) Will a family receive orders while the service member is deployed?

(A) No. A family will not receive PCS orders while the service member is deployed.

(Q) My children are below age ten, and therefore don't have ID cards. How will my mother be able to buy commissary groceries for them, or obtain medical care for them? For this reason, can I obtain an id card for my underage child?

(A) The answer to the first question is the same as question two above. The answer to the second question is yes, the child may be issued an ID card because the child(ren) do not reside in the household of an eligible adult family member

(Q) In the event the soldier is injured, how will I be notified? What about if I am in the states?

(A) A military representative will personally notify you, whether you are in Europe or the United States.

MAIL

(Q) Will the hours at the post offices (for mailing) be adjusted to accommodate working family members? (example: Saturday hours, open late 1 to 2 nights a week.)

(A) Two issues: (1) nine major USAREUR locations have currently been identified to begin testing Army Post Office Customer Service for three hours on Saturdays. These locations are: Hanau, Wiesbaden, Vilseck, Wuerzburg, Schweinfurt, Baumholder, Stuttgart, and Vicenza. This test will run for six continuous Saturdays to determine customer usage. Heidelberg and Mannheim currently provide Saturday APO customer service.

(2) Should a major deployment occur that might affect USAREUR's Military Postal System, every attempt will be made to continue acceptable APO customer service at all locations.

(Q) Can and will non-military postal service (MPS) mail be forward to the service member? And if the sponsor chooses this will the spouse be held responsible for possible non-payment of bills?

(A) Mail disposition will be in accordance with the desires of the customer. For married personnel, it recommended that the majority of the mail be delivered to the stay behind spouse; especially mail pertaining to financial obligations or other "time sensitive" mailings. In order to protect the deployed soldier, USAREUR is requesting a signed memo from the army adjutant general that will ask financial institutions to overlook any late fees associated with any financial accounts due to lengthy mail transit times. If approved, this memo will be made available to all personnel.

(Q) How do I send mail to my husband once he deploys?

(A) New addresses will be made available to all deployed soldiers. Letter size correspondence can be mailed from any letter drop box, CMR/UMR, or army Post Office. Due to customs, federal aviation administration, and force protection requirements, parcels can only be mailed from the Army Post Office.

(Q) Are there any restrictions in package size? Will mail be free?

(A) Package size: there may be a size & weight restriction on mail moving to/from USAREUR and CONUS and the deployed locations. The logistical network and the infrastructure available to the military postal system are the primary considerations. The two restrictions being considered are:

1. "x" restriction. Mail limited to 13 ounces in weight.

2. "i" restriction. Mail cannot exceed 70 pounds and must fit inside a mail pouch. The size restrictions for pouchable parcels are:

a. Maximum length - 34 inches.

Girth/circumference cannot exceed 48 inches (82 inches total).

b. Maximum girth/circumference - 56 inches. Length cannot exceed 26 inches (82 inches total).

c. Free Mail: mail sent to and from APO AE addresses in USAREUR to deployed locations can take advantage of MPS and be mailed free of postage. Postage and fees must be paid if special services e.g., registered, certified, insured, etc., are requested. "free mail" to CONUS addresses will be requested. If approved, this "free mail" service will be for mailings weighing 13-oz or less and cannot

include merchandise. Audio and video-cassettes of a personal nature weighing not more than 13-oz are acceptable. "free mail" can only originate in the contingency area.

DODD QUESTIONS

(Q) What is the policy on dependent eligibility for Reservists mobilized for active duty from an overseas area? What would the status of dependent children be if a Reservist were activated for active duty from their overseas location?

(A) Dependents of Reserve members will be eligible for Space Available, tuition-free enrollment at DoDEA schools under the following conditions: Permanently stationed overseas; Recalled for active duty; Recalled for a contingency operation; and, recalled for more than 31 days. All other requirements remain the same for enrollment eligibility (i.e., copy of orders, birth certificates/passports, etc). Upon demobilization, students enrolled under this provision will be allowed to complete the current semester of the school year as Space Available, tuition-free. Our general counsel staff has determined that the "permanent station" for Reservists remains the home from which he or she was recalled. The dependent of a Reservist, recalled from an overseas location, is eligible for enrollment as Space Available, tuition-free. The dependent of a Reservist, recalled from a CONUS location, does not meet the "permanent station requirement" and is eligible for Space Available, tuition paying enrollment. As a reminder to all parties concerned, Space Available dependents are not eligible for Non-DoDDS placement.

(Q) Does DoDDS have a crisis management plan?

(A) Yes. A guide for crisis management in the schools, DoDDS-Europe, December 2001 is the revised supplement to D.S. Manual 2943.0, DoDDS school action plan for crisis intervention and response to death, February 1, 1990. (www.odedodea.edu)

(Q) What is a crisis?

(A) A crisis is a sudden change that disrupts normal functioning. Crisis can affect an individual, a group, or an organization. An emergency becomes a crisis when it disrupts cognitive, physical, or emotional functions. Tragic death, natural disasters, terrorism, and violent assaults may have a devastating effect on people.

(Q) Why is it important to include schools in community discussions and initiatives related to deployments?

(A) For many service members and their families, deployments rank as the most challenging and tumultuous times of military life. The degree of difficulty a family or individual faces can vary greatly, depending upon the nature of the order. Deployment can cause great worry and stress for children. Separation of any kind affects family life. School can be a comforting place for children. Their friends are there, a peer support network is available, and approachable adults are accessible to students.

Particularly in the case of deployment, students of single or dual military families need to be identified and a roster created of their names, assigned custodians, new living arrangement, new address and phone number, and other information deemed pertinent to their altered home life, as indicated.

(Q) What are some typical steps schools can take to assist in deployment and family support activities?

(A) Schools can take the following steps to assist in deployment and family support activities:

- Conduct staff in-service providing helpful hints for teachers.
- Hold parent meetings to explain strategies for helping their children cope with stress.

- Identify students who live in single parent homes or who have dual military parents and monitor their behavior.
- Conduct support groups for students who might be having adjustment problems.
- Refer students to activities sponsored by community agencies.
- Develop a support group for staff with deployed spouses.
- Be prepared to respond to death of deployed family members.
- Work closely with community agencies.

(Q) What are some goals that adults should focus on when dealing with deployment and kids?

(A) Some of the goals that adults should focus on when dealing with deployment and kids:

- Help children feel safe
- Help children understand what is going on factually
- Help children understand how the parent's deployment will impact their life
- Help children handle their emotional reactions

(Q) Does deployment affect kids in different ways?

(A) The degree to which children are affected by deployment of a parent will vary depending on the child's age, developmental level, previous life experiences, and the reactions/emotions modeled by the adults in the child's life.

(Q) What are some emotional responses that may occur?

(A) The following emotional responses may occur:

- Fear for the safety of himself/herself and of the parent that has been deployed
- Loss of control to change current situation

- Anger about the situation or at the parent for leaving
- Loss of stability created by the interruption of routines, schedules and activities
- Confusion about war and violence, and the future

(Q) What information should parents provide to schools if they are concerned about stress and their children?

(A) Parents should provide schools with the following information if they are concerned about stress:

Inform school personnel if a parent is deployed. Tell the child's teacher if behavior changes/difficulties are being exhibited at home since the deployment.

Know that the school is a source of support for you and your child. School personnel know and care about the impact of deployment on families.

Deployment counseling support groups are available in the school. The structure and routine of schools provides much stability for a child who may feel like his life is out of control.

(Q) What will happen in terms of school and grades if a family chooses to go back to the United States during any extended deployment?

(A) Any family who chooses to return to the United States should plan on immediately enrolling children in a stateside public school. Continuing and uninterrupted education must be a priority for every family. It is also a key element of stability and normalcy for children.

DoD schools can provide parents with copies of school records to facilitate a transfer to a stateside school. Upon return to Europe, a parent should bring exit records from the stateside school. DoDDS will merge those grades with the DoD school grades.

If parents choose not enroll children in school, they are putting their children's education at risk and may be in violation of stateside law at the temporary place of residence.

(Q) What can parents do if they are concerned about stress and their children?

(A) Parents can practice the following if they are concerned about stress:

Model calm and in-control behavior, even if you do not feel calm or in-control.

Limit exposure at home to media coverage of violence. Graphic images can cause nightmares, create confusion and may awaken other fears and anxieties.

Reassure your child about his/her safety. Tell them that the concerns are real and serious, and that is why the government is taking steps to make the world a safer place, why there are more security checks on base and at airports. Remind them that their parent is well trained in their military duties that our military is very powerful and many other countries are helping us. Express hope and faith that things will be okay, and that while there may be deaths, their parent is likely to be fine.

Reassure the child that there will always be someone to take care of him/her.

Maintain contact between the absent parent and the child as much as possible. Keep a record of events to share with the parent when he/she returns.

Children as young as kindergarteners know about journal writing. Before deployment, tape record stories or greetings to be shared with the child periodically during the absence.

Understand that some behaviors will be normal reactions to the absence of the parent and uncertainty of this situation. There may be signs of stress, regression, oppositional behaviors, or

aggression. If reactions are extreme/severe, if the child displays signs of suicidal thinking, talk or actions, or the child seems obsessed with violent thoughts for more than a few days, take your child to the mental health clinic.

Schedule special activities: gatherings with other families with a deployed parent, making cookies for security guards, collecting magazines for the USO, etc.

Use your local support services.

Take time for yourself. You will be more available for your children if you are managing your own stress and reactions.

(Q) What specific steps can teachers take to help?

(A) Teachers can adhere to the following practices to aid children whose parents are deployed:

Listen to students and watch their behavior.

Sometimes the quietest child may be the most frightened. Some children may daydream or have trouble concentrating on their schoolwork. Some may act out. Others may be just fine.

Take the time to reassure students that their homes and schools are safe places. Show them that their school is functioning normally, and tell them that their government is working and that it will continue to protect them.

Help students discuss the known facts and to separate fact from rumor. Avoid speculating, exaggerating graphic details, or stereotyping groups of people.

Maintain structure and stability through the daily schedule and engage in classroom activities that do not focus on the recent attacks. Children are comforted by their normal routine, and "back-to-normal" activities will help them.

Remember that the images on television are frightening, even to adults.

Reduce or eliminate the presence of television in the classroom.

Remind students about the value of living in a country that respects individual liberty and the rule of law. Talk about the principles that led to the independence of our country, and why they are still important today.

Engage in patriotic activities to give students comfort. Say the pledge of allegiance, sing patriotic songs, or read books about courage. Encourage students to participate in constructive activities relative to the tragedy. They can write notes to those in mourning or write about acts of courage or bravery. Give them the opportunity to come up with ideas about how they can help those in need.

(Q) Are schools prepared for terrorism, antiterrorism, and war?

(A) DoDDS has a number of regulations and publications pertaining to force protection and terrorism. The following DoDEA/DoDDS-E publications provide guidance with regard to anti-terrorism and force protection:

Internal Physical Security (DS Reg. 4700.2) policy, responsibilities, and procedures to protect against loss of life, destruction of property and disruption of activities.

Staff antiterrorism awareness guide (DODEA 99-1-003), security measures for elementary and secondary students guide

Safe schools-a handbook for practitioners (DYNCORP and NASSP)

Antiterrorism/force protection program (DS Regulation 4700.1)

In any force protection situation, our responses are coordinated with the command and governed by the security posture that the command sets. A special staff who can be sent to any location to help a school/community address a serious crisis.

(Q) What is a school psychologist?

(A) School psychologists provide a range of services for the benefit of students. These consist of direct and indirect services that require involvement with the entire educational system, including the students, teachers, administrators, other school personnel, families, community agencies, and a variety of others that may be important on an individual basis. The primary intent of the provision of school psychological services is to promote mental and physical wellness and facilitate learning of students.

(Q) What do school psychologists do?

(A) School psychologists tailor their services to the particular needs of each child and each situation. School psychologists use many different approaches and may play many different roles, but most provide these core services: consultation, assessment, intervention, prevention, education, health care and provision.

SOURCES OF INFORMATION USED TO CREATE THESE FAQs:

School psychologist Holly Hasenbuhler; DoDDS-E guide for crisis management in the schools; talking with children about war-pointers for parents" by Alvin Poussaint, M.D. and Susan Linn, ED.D.; "children and fear of war and terrorism" by the national association of school psychologists; "the emotional cycle of deployment: a military family perspective" by LTC Simon H. Pincus, USA, MC, COL Robert House, USAR, MC, LTC Joseph Christenson, USA, MC, and CPT Lawrence E. Adler, MC, USNR-R

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SUPPORT\FAQ DRAFT.DOC

ADDITIONAL HELPFUL WEBSITES FOR DODDS

- NATIONAL; IDENTIFYING AND HELPING CHILDREN COPE WITH THEIR EMOTIONS, INCLUDING WARNING SIGNS OF SUICIDE; EDUCATING ABOUT TOLERANCE, AND OTHER MATERIALS TRANSLATED INTO DIFFERENT LANGUAGES.
- *PREVENTING VIOLENCE AND RESPONDING TO VIOLENT INCIDENTS IN SCHOOLS-A GUIDE FOR SCHOOLS-1999-DODDS-E KAISERSLAUTERN AND HEIDELBERG DISTRICTS*, CAN BE FOUND ON THIS WEBSITE FROM JOHN KEATING: HYPERLINK <http://204.218.82.41/keating/guides/htm>
[HTTP://204.218.82.41/KEATINGJ/GUIDES/HTM](http://204.218.82.41/keating/guides/htm)
- THE SOUTHERN POVERTY LAW CENTER SPONSORS HYPERLINK "<http://www.tolerance.org/>"
[WWW.TOLERANCE.ORG](http://www.tolerance.org/) AN EXCELLENT SITE WITH RESOURCES FOR PARENTS, TEACHERS AND CHILDREN TO FIGHT HATE AND PROMOTE TOLERANCE.
- LOS ANGELES COUNTY OFFERS SUGGESTIONS ON TOLERANCE FROM THE HUMAN RELATIONS COMMISSION AT HYPERLINK
"http://humanrelations.co.la.ca.us/Our_publications/index.htm"
[HTTP://HUMANRELATIONS.CO.LA.CA.US/OUR_PUBLICATIONS/INDEX.HTM](http://humanrelations.co.la.ca.us/Our_publications/index.htm)
- AMERICAN ACADEMY OF CHILD AND ADOLESCENT PSYCHIATRY
- HYPERLINK <http://www.aacap.org/>
[WWW.AACAP.ORG/](http://www.aacap.org/)
- EMERGENCY SERVICES AND DISASTER RELIEF BRANCH, CENTER FOR MENTAL HEALTH
- HYPERLINK
<http://www.mentalhealth.org/cmhs/emergencyservices/>
[HTTP://WWW.MENTALHEALTH.ORG/CMHS/EMERGENCYSERVICES/](http://www.mentalhealth.org/cmhs/emergencyservices/)
- FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)
- HYPERLINK <http://www.fema.gov/>
[HTTP://WWW.FEMA.GOV/](http://www.fema.gov/)

- FEMA FOR KIDS
- HYPER INK <http://www.fema.gov/kids/>
[HTTP://WWW.FEMA.GOV/KIDS/](http://www.fema.gov/kids/)
- HELPING CHILDREN AND ADOLESCENTS COPE WITH VIOLENCE AND DISASTERS
- HYPERLINK
<http://www.nimh.nih.gov/publicat/violence.cfm>
[HTTP://WWW.NIMH.NIH.GOV/PUBLICAT/VIOLENCE.CFM](http://www.nimh.nih.gov/publicat/violence.cfm)
- NATIONAL CENTER FOR POST-TRAUMATIC STRESS DISORDER
- HYPERLINK
http://www.ncptsd.org/what_is_new.html
[HTTP://WWW.NCPTSD.ORG/WHAT_IS_NEW.HTML](http://www.ncptsd.org/what_is_new.html)
- POST-TRAUMATIC STRESS DISORDER (PTSD), TRAUMA, DISASTERS, AND VIOLENCE
- HYPERLINK
<http://www.nimh.nih.gov/anxiety/ptsdmenu.cfm>
[HTTP://WWW.NIMH.NIH.GOV/ANXIETY/PTSDMENU.CFM](http://www.nimh.nih.gov/anxiety/ptsdmenu.cfm)
- ACCORDING TO CHILDRENNOW.ORG, MORE THAN HALF OF ALL KIDS REPORTED FEELING ANGRY, SAD OR DEPRESSED AFTER WATCHING THE NEWS (POST 9-11). WITH ACCESS TO THE LATEST BREAKING NEWS 24 HOURS A DAY, SEVEN DAYS A WEEK, WE EASILY FORGET THAT OUR KIDS NEED SPECIAL GUIDANCE IN MAKING SENSE OF WHAT'S GOING ON AROUND THEM. THIS SITE PROVIDES HANDS-ON TIPS TO HELP ADULTS TALK WITH KIDS ABOUT THE NEWS, INCLUDING EXPLORE THE FACTS, ACKNOWLEDGE COMPLEXITIES, SHARE YOUR FEELINGS, CREATE AN OPEN DIALOGUE, SELECT KID-FRIENDLY SOURCES AND MORE.
HYPERLINK <http://i.bigchalk.com/U/8-01370108/&Userid:> [HTTP://I.BIGCHALK.COM/U/8-01370108/&USERID:](http://i.bigchalk.com/U/8-01370108/&Userid:)
- SITE FOR A MODEL CRISIS MANAGEMENT PLAN FROM VIRGINIA DEPARTMENT OF EDUCATION:
[HTTP://WWW.PEN.K12.VA.US/VDOE/INSTRUCTION/MODEL.HTML](http://www.pen.k12.va.us/vdoe/instruction/model.html)
- YOKOSUKA MIDDLE SCHOOL HAS A LINK ON THEIR WEBPAGE. IT IS "PARENT RESOURCES FOR HELPING

STUDENTS DEAL WITH STRESS." YOU CAN FIND IT AT _
HYPERLINK <http://203.181.115.36>

[HTTP://203.181.115.36](http://203.181.115.36)

- AMERICAN ACADEMY OF CHILD AND ADOLESCENT PSYCHIATRY
- HYPERLINK <http://www.aacap.org/>
[HTTP://WWW.AACAP.ORG/](http://WWW.AACAP.ORG/)
- EMERGENCY SERVICES AND DISASTER RELIEF BRANCH, CENTER FOR MENTAL HEALTH
- HYPERLINK
<http://www.mentalhealth.org/cmhs/emergencyservices/>
[HTTP://WWW.MENTALHEALTH.ORG/CMHS/EMERGENCYSERVICES/](http://WWW.MENTALHEALTH.ORG/CMHS/EMERGENCYSERVICES/)
- FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)
- HYPERLINK <http://www.fema.gov/>
[HTTP://WWW.FEMA.GOV/](http://WWW.FEMA.GOV/)
- FEMA FOR KIDS
- HYPERLINK <http://www.fema.gov/kids/>
[HTTP://WWW.FEMA.GOV/KIDS/](http://WWW.FEMA.GOV/KIDS/)
- HELPING CHILDREN AND ADOLESCENTS COPE WITH VIOLENCE AND DISASTERS
- HYPERLINK
<http://www.nimh.nih.gov/publicat/violence.cfm>
[HTTP://WWW.NIMH.NIH.GOV/PUBLICAT/VIOLENCE.CFM](http://WWW.NIMH.NIH.GOV/PUBLICAT/VIOLENCE.CFM)
- NATIONAL ASSOCIATION OF SCHOOL PSYCHOLOGISTS
- HYPERLINK <http://www.nasponline.org>
[HTTP://WWW.NASPONLINE.ORG](http://WWW.NASPONLINE.ORG)
- NATIONAL CENTER FOR POST-TRAUMATIC STRESS DISORDER
- HYPERLINK
http://www.ncptsd.org/what_is_new.html
[HTTP://WWW.NCPTSD.ORG/WHAT_IS_NEW.HTML](http://WWW.NCPTSD.ORG/WHAT_IS_NEW.HTML)
- POST-TRAUMATIC STRESS DISORDER (PTSD), TRAUMA, DISASTERS, AND VIOLENCE
- HYPERLINK
<http://www.nimh.nih.gov/anxiety/ptsdmenu.cfm>
[HTTP://WWW.NIMH.NIH.GOV/ANXIETY/PTSDMENU.CFM](http://WWW.NIMH.NIH.GOV/ANXIETY/PTSDMENU.CFM)

- U.S. GOVERNMENT INFORMATION AND RESOURCES IN RESPONSE TO SEPTEMBER 11TH
- EVENTS
- HYPERLINK
<http://www.firstgov.gov/featured/usgresponse.html>
<HTTP://WWW.FIRSTGOV.GOV/FEATURED/USGRESPONSE.HTM>
L

BASE SUPPORT

(Q) What is the plan for Family Care Centers (FCC) providers should they decided to return to the states, since Child Development Centers (CDC) and School Age Services (SAS) are full?

(A) Child and Youth Services (CYS) continually recruits FCC providers. CYS maintains a survey identifying current FCC providers that may leave and prepares a contingency plan to provide spaces and services to the community. The plan identifies command's priorities. Some communities can refer parents to local (host nation) facilities.

(Q) Will FCC providers be required to provide the standard two-week notice?

(A) Once a provider notifies the office of their departure, CYS central registration works directly with those parents in order to place them with another provider or at the CDC or SAS if there is space available. The intent is to avoid interruption of services to the parents.

(Q) What is the plan if the FCC provider fails to provide two-week notices to the family member, if that happens will that family be allowed immediate access to SAS and/or CDC?

(A) CYS will work with the family to avoid interrupted services and will provide alternatives for care based on space and staff availability.

(Q) Is SAS staffed to accommodate all the school age children even during the summer?

(A) SAS can accommodate children according to the spaces available in a facility and other sites within the community. Each community has a plan for contingencies that identifies the needs of the community in case of emergency. Summer camp programs are available and spaces are available

depending on facility size and number of employees.

(Q) Will a Special Power of Attorney (POA) be needed to allow children of deployed service members to enroll, if so can a POA be kept on file in that child's file at CDC registration office.

(A) If the parent (sponsor or ID card spouse) enrolls the child, no special POA is needed. A guardian will need a POA to enroll a child. This POA will be kept at the central registration office.

(Q) Will the CDC registration office have a record of what units are deployed to alleviate problems for families that have PCS order rescinded due to stop movement?

(A) Not necessarily. Children are kept in care until the parent submits a withdrawal notice. The parent can rescind the withdrawal notice with no consequences to their services.

YOUTH SERVICES

(Q) Are all of the youth programs going to continue?

(A) Communities will survey youth and parents and maintain programs of interest to the youth. Programs may be modified to meet force protection standards.

(Q) If that is questionable, currently what programs are schedule to be cancelled?

(A) If travel restrictions are imposed, trips and sports tournaments may be postponed. Commanders will determine which restrictions are applicable.

ACS

(Q) Will ACS have deployment programs (counseling, discussion groups, play groups, etc.) For small children and teenagers?

(A) ACS has ongoing groups especially oriented to young families and play groups, and works with CYS and DoDDs to offer special Deployment Workshops for Teens and younger children. ACS also provides information through the OPERATION READY materials that have specific sections just for young children and teens. The program also includes videos and tracks all phases of deployment from pre to post deployment issues. Great materials - great resources from ACS!

RECREATION/SPORTS AND FITNESS

(Q) Will the gyms maintain the same operating hours?

(A) Gyms may vary hours depending upon the needs of the community. Where there are several Gyms, one may be closed so that staff and operation hours can be consolidated to provide the widest possible program offerings to the community. Local BSB Commanders will make the decisions based upon local requirements.

(Q) Will MWR facilities maintain the same business hours (e.g. golf, bowling, lodging)

(A) Again, depending upon local conditions, there may be some consolidation of hours in some MWR facilities; others may face no adjustment. Local needs and requirements will be determined by the BSB commander, and facility hours adjusted in order to support the best programming for the installation.

(Q) Will AAFES store hours be modified as they where during desert shield/storm?

(A) There is a possibility to hours may be modified during deployments. AAFES will continue to provide service and support to the families that remain in the local area during the deployment. The reduction in the number of personnel shopping in the area may call for slight reduction in operating hours.

COMMISSARY (DECA)

(Q) Will store hours be modified as they where during desert shield/storm?

(A) Yes, there is a possibility that store hours will be modified during the deployment. Efforts will be made to ensure that families are

accommodated. The reduced use of the facility will warrant some changes in operating hours.

Religious Services

(Q) Our family chaplain is assigned to a tactical unit Will religious support still be available once the unit chaplains deploy?

(A) Yes, Religious support will still be available once a unit deploys. All Chaplains will not deploy.

POV STORAGE

(Q) What is the policy for spouses who want to store a vehicle after their service member spouse has been deployed?

(A) Soldiers are entitled storage space for one POV. A service member spouse can initiate the storage of a POV as long as the Service Member spouse did not store a POV prior to deployment.

HOUSING

(Q) What arrangements are being made to provide for security within the local community once the Unit deploy?

(A) The Base Support Battalion (BSB) is responsible for security

(Q) I live in individual leased housing and feel very isolated. Will I be able to move on post?

(A)

(Q) How long can a spouse return to the states before having to vacate quarters?

(A)

(Q) If the spouse is allowed to return to the states how will the following happen:

1. (Q) Will a specific POA be required for the person responsible for the quarters?

(A)

2. (Q) Who will put in work orders if the area coordinator, bldg coordinator and stair well coordinator are deployed?

(A) Anyone residing in building can put in a work order for his/her own quarters.

3. (Q) Key control - Who will have the keys in the event of an emergency?

(A) In the even of an emergency, keys can be obtained from the Housing Office during duty hours. After duty hours, call the fire department for assistance.

(Q) Are families still responsible for conducting Spring and Fall cleanup at their quarters during deployment?

(A) Technically No. The person assigned for the quarters is responsible for conducting clean up. This issue should be worked on a case-by-case basis with building coordinator.

(Q) What is the plan for maintenance (stairwell) on the lawn mowers, washers and dryers?

(A) Lawn mowers can be turned in to Housing/DPW for maintenance. Work order request can be turned in to DPW for washers and dryers. DPW will remain functional in the even of deployment.

(Q) What is the plan for using self-help if area coordinator, bldg coordinator and stairwell coordinator are deployed to get any and all equipment for the stairwells?

(A)

(Q) Will single soldiers (officers) be allowed to act as area coordinator, bldg coordinator, stairwell coordinator and Fire-Marshall?

(A)

(Q) If the family care plan is activated will the long-term provider be allowed to stay in government quarters and if so for how long and will a special POA be needed and will the long-term provider be allowed to use the facilities?

(A)

(Q) Will there be a policy letter issued concerning the payment of utilities/rent for those choosing to return to the states?

(A) Those choosing to return to the States throughout the deployment should set up a bank account at the Community Bank in order to pay their monthly bills. The family can either set up an

allotment, or make monthly deposits to the account in order to ensure that rent and utilities are paid.

(Q) Can off post housing contracts be broken without penalty?

(A) Yes, off post housing contracts can be broken. Personnel that are deploying can usually get out of housing contracts with leniency, and are not required to give the full 90 day notice for vacating the home.

(Q) Can single soldiers that live off post store their personal belongs at the Government's expense until they return from a deployment? If so, will they have to terminate their lease?

(A) Yes, single soldiers that are scheduled to deploy can their household goods stored at the Governments expense. Yes, those soldiers storing their goods will have to terminate their lease.

(Q) With the current waiting list at housing, there are families that did not have concurrent travel. How will those spouses ensure that their sponsor's entitlements are granted upon arrival in the host nation country?

(A) The deploying service member should provide his/her spouse with a General POA prior to deployment.

(Q) Who will inform a spouse that housing is available, if the sponsor is deployed?

(A)

(Q) I live in a small military community. When the soldiers deploy, revenue at the community club/theater/bowling alley will drop. Will these facilities still remain open?

(A) Families can feel confident that a range of Morale, Welfare and Recreation activities and

family support services will continue in the months ahead. Some activities may have shorter hours, depending on usage, available manpower and other factors, but the intent is to keep the doors open to the maximum extent possible. There are a multitude of services available to insure family separations are as trouble-free as possible.

(Q) I live off-post where Stars and Stripes delivery is not available. Is stars and stripes available electronically?

(A) Yes. Order electronic subscriptions by visiting www.stripes.com. I have the prices but suggest not listing them as the duration of deployments is yet to be determined (prices may change).

LEGAL SUPPORT

(Q) In the event that something should arise while the service member is deployed and a Special Power of Attorneys (POA) is needed what steps should be taken to accomplish this?

(A) Deployed soldiers will have access to legal assistance services. You should contact your local legal assistance office. The legal assistance officer will either prepare a power of attorney and electronically (or conventionally) post the document to the soldier or judge advocate office most convenient to the deployed soldier and have it signed there or, ask the servicing judge advocate office to prepare the power of attorney, have the soldier execute it before a notary, and post it back to the family member.

(Q) What if anything will the service member be held legally responsible for concerning government quarters, in the event of a catastrophe?
(ie...flooding, fire, vandalism, weather related issues)

(A) A soldier's responsibility for government assigned quarters does not change with deployment. Catastrophe and casualty losses to government property. Do not do not create pecuniary responsibility on the part of the soldier. Legal responsibility for damages to government quarters requires negligence on the soldier's part.

MEDICAL, DENTAL AND VETERINARY

(Q) Are medical POAs (Power of Attorney) required for short-term family care plans?

(A) Yes, a Special Power of Attorney is required for short-term family care plan providers

(Q) Are medical POAs (Power of Attorney) required for Youth Services and school physicals?

(A) The Federal Long Term Health Insurance Program was instituted to fill this void, but at a cost to the beneficiary. TRICARE benefits do not provide coverage for non-skilled custodial or long-term care. The Federal Long Term Health Care Insurance Program was instituted to fill this void, but at a cost to the beneficiary. Other options include inpatient care at a military medical treatment facility (MTF), financial assistance from the program for Persons with Disabilities (PPWD), a humanitarian/compassionate reassignment, or financial assistance from Medicaid.

MTF Care (Long or Short Term): Full coverage. This is the best option for a military family if deemed medically appropriate and the capability exists at the MTF.

Travel Cost (if returned to the United States under a medical referral): Patient and non-medical attendant travel is provided at military expense for active duty members and their families. The non-medical attendant must be a parent or guardian of the traveling non-active duty TRICARE Prime patient. The non-medical attendant may also be another adult who is a member of the patient's family. The parent or guardian is not required to be age 21, but if the non-medical attendant is not the parent or guardian, he or she must be age 21 or older. Appropriate travel orders will be issued.

Custodial Care (home or institution): Not a covered benefit

Defined: Custodial care is taking care of someone's daily needs, such as eating, dressing, or providing a place to sleep, as opposed to taking care of someone's medical needs. Custodial care does not need to be provided by specially trained personnel. Custodial care can be provided in a variety of settings, including your own home, an assisted-living facility, a nursing home or a hospice. Although Medicare and TRICARE have provisions for medically necessary, skilled care, neither covers long-term care assistance for non-skilled care. Because neither TRICARE nor Medicare covers custodial care, if you need these services, your options for care would be to rely on a long-term care insurance plan. Care rendered to a patient (1) who is disabled mentally or physically and such disability is expected to continue and be prolonged, and (2) who requires a protected, monitored, or controlled environment whether in an institution or in the home, and who requires a protected, monitored, or controlled environment whether in an institution or in the home, and (3) who requires assistance to support the essentials of daily living, and (4) who is not under active and specific medical, surgical, or psychiatric treatment that will reduce the disability to the extent necessary to enable the patient to function outside the protected, monitored, or controlled environment. A custodial care determination is not precluded by the fact that a patient is under the care of a supervising or attending physician and that services are being ordered and prescribed to support and generally maintain the patient's condition, or provide for the patient's comfort, or ensure the manageability of the patient. Further, a custodial care determination is not precluded because the ordered and prescribed services and

supplies are not being provided by an RN, LPN, or LVN.

What may be covered:

1. Benefits are payable for otherwise covered prescription drugs and medicines, medical supplies, and durable medical equipment, even if prescribed primarily for the purpose of making the person receiving custodial care manageable in the custodial environment.
2. Benefits may be extended for otherwise covered services or supplies directly related to admission to an acute care general or special hospital if the care is at the appropriate level.

Recognizing that even though the care being received is determined primarily to be custodial, the following specific services are covered:

1. Benefits for 1 hour of nursing care per day.
2. Benefits for up to twelve physician visits per calendar year (not to exceed one per month) for monitoring.

NOTE: Benefits may be extended for additional physician visits related to the treatment of a condition other than the condition for which the patient is receiving custodial care (an example is broken leg as a result of a fall).

Long Term Care: Not a covered benefit

Defined: Long term care is the assistance you may need with everyday tasks like bathing, dressing, and eating over an extended length of time or even on a life-long basis, in the event you become seriously ill. These types of benefits are not covered under most medical insurance policies, nor are they covered by TRICARE, including TRICARE for Life. Medically necessary, skilled care (covered by Medicare and TRICARE) includes such things as extended wound care or a nurse making a home visit to administer an intravenous drug. These services (along with

hospice care) can be covered by TRICARE, even if the patient is receiving other non-skilled care.

Hospice Care: Each TRICARE member can have hospice care (does not apply overseas). The TRICARE hospice plan is the same as the Medicare hospice benefit.

Defined: Hospice is a special kind of care for patients with a very serious illness. Patients usually have six months or less to live and are not looking treatments to cure them. Hospice services are provided to the patient and family by a team of highly skilled professionals and trained volunteers. Hospice care focuses on taking care of symptoms and controlling pain. The hospice team works together to help patients live each day as fully and comfortably as possible.

Important Notes: TRICARE members who want hospice care must follow these rules:

1. The member must choose TRICARE hospice care in place of regular benefits
2. The member must use a Medicare - certified hospice program that accepts TRICARE.
3. Hospice care for people who have six months or less to live, if the disease runs its normal course. The member's main doctor and the hospice doctor must agree that the member fits this standard.

Who pays for Hospice Care? TRICARE pays the hospice directly for all authorized hospice services. There may be a five percent co-payment for drugs and inpatient respite care. Services and care not related to the terminal illness are not covered by the hospice benefit. Instead, they are

not covered, as they normally would be under the patient's regular TRICARE benefits.

Nursing Home Care: Not a covered benefit.

Nursing Home Provider Fees: Visits by an individual professional provider to patients in a facility, which provides room, board, and other personal assistance services, generally on a long-term basis. The facility's services do not include a medical component.

These visits are covered when the following conditions are met:

1. The visit is medically necessary for the diagnosis and treatment of a specific illness or injury; or
2. If it has been determined that the patient is receiving custodial care, occasional physician monitoring, as well as some skilled nursing services, may be required. In such situations, benefits may be extended for up to twelve (12) physician visits per calendar year (not to exceed one per month) and for visiting nurse's services not to exceed one hour per day in any day in which skilled nursing services are rendered.

Humanitarian/Compassionate Reassignment and Deferment Program: This program is designed to provide stability to soldiers who have problems more severe than those normally encountered by other Army members. The problem must be able to be resolved within a reasonable period of time (usually 12-18 months, or in a case of a terminal illness, 24 months). For approval, vacancy must exist at the requested duty location if PCS is required.

Circumstances that normally warrant approval:

1. Recent death of spouse or child

2. Spouse abandons children while member is serving an unaccompanied tour overseas; authorized state or local agency places the child into home for adoption purposes and deferment is necessary to comply with state laws to complete the adoption
3. A serious medical condition that exceeds the medical capability in the local area
4. A family advocacy problem exists
5. A serious financial problem exists, not a result of the member's over-extension of personal income (natural disaster, fire, and theft, are examples of what might qualify).

Federal Long Term Care Insurance Program: Service members and federal employees who might need lengthy or even lifelong assistance with daily living due to illness, injury or severe cognitive impairment have insurance to help pay for it. Congress authorized the Federal Long Term Care Insurance Program in Fiscal-Year 2001 National Defense Authorization Act. Coverage begins for those who sign up in October. As the program's executive agent, the Office of Personnel Management launched the insurance plan in March for federal employees, as well as members of the uniformed services. Although Open Season has ended, if you are in an eligible group, you can still apply for Federal Long Term Care Insurance.

Those eligible include active-duty members, retirees, reservist, federal civilian employees, their spouses, parents, step- parents, parent-n-law and adult children (at least 18 years old, including natural children, adopted children, and stepchildren).

In addition, the program features group premiums, coverage for informal health care provided by

friends or family members, international benefits and is guaranteed renewable , officials said.

Program for Persons with Disabilities (PFPWD): The Program for Persons with Disabilities is not a stand-alone enrollment program; it is an additional, financial assistance program that may be used concurrently with other TRICARE medical programs subject to certain restrictions. PFPWD is provided through the regional managed care support contractors (MCSC). The TRICARE Europe Office (TEO) functions as the MCSC for Europe.

Who is eligible for the PFPWD? Active duty family members with severe mental or physical disabilities. The eligibility continues for three calendar years after the date the active duty sponsor dies. In addition, family members of service members who at the time of death were eligible and killed under hostile fire after 1967 are also eligible for care under PFPWD.

What services are covered under the PFPWD?

Both the regular TRICARE Program and PFPWD may cover some services. Below is a list of services that are covered by PFPWD but not by the TRICARE basic program:

1. Hearing Aids
2. Transportation for conveying beneficiaries to and from a location to receive otherwise allowable PFPWD services/items. In addition, transportation for a medical attendant may be approved when it is medically necessary for the safe transport of the PFPWD beneficiary.
3. Adjunct services including services of qualified interpreter/translator for beneficiaries who are deaf, readers for the blind, and personal assistants for

beneficiaries with other types of qualifying conditions.

4. Special Education.

What services are excluded from the PFPWD?

The following services are excluded from PFPWD:

1. Inpatient acute care for medical or surgical treatment of an acute illness or of an acute exacerbation of the condition
2. Structural alterations to living space and permanent fixtures including alternations necessary to accommodate installation of equipment or to facilitate entrance or exit
3. Routine dental care or orthodontic treatment
4. Court or agency ordered care
5. Homemaker, sitter, or companion services, except as institutional care or adjunct services - e.g. assistance with daily living activities, household chores, or companionship

What are the cost to participate in PFPWD?

TRICARE pays up to \$1000 per month per sponsor. The sponsor pays their cost share plus any amount above the \$1000.00 monthly limit. Cost shares paid under PFPWD cannot be applied towards the TRICARE catastrophic cap. However, if a sponsor has met the catastrophic cap under the regular TRICARE program, the sponsor may request a re-adjudication for PFPWD services, and cost shares under the PFPWD would be waived. For services that are covered by both TRICARE basic program and the PFPWD, the beneficiary may elect to use the provisions under either. The beneficiary may not cost share the same service under both the basic program and PFPWD simultaneously.

What are the procedures to use PFPWD?

To receive PFPWD benefits, beneficiaries must obtain written authorization from the regional Managed Care Support Contractor (MCSC) for the requested service items. The MCSC authorization lasts up to 6 months from the date of issue. It can be cancelled if no service is provided, or retroactively issued from the first date of service for six months. The MCSC may waive the required written authorization for service/item that would be allowable as a PFPWD benefit.

Requirements for authorization include:

1. The beneficiary must be eligible to receive PFPWD benefits for the entire period of authorization
2. The requested service/item is allowable under PFPWD
3. The beneficiary must meet the Public Use Facility requirements. Public Use Facility certification is a written confirmation that the requested PFPWD service/items are either not available from public facilities or not adequate to meet the needs of the beneficiary's qualifying condition. PFPWD requires that public facilities be used first to the extent that they are available and adequate. The Public Facility Use Certification is issued by a MTF commander or an authorized administrator of a public facility (e.g. a local education agency or state health program manager). The Certification is valid for one year from date of signature. A care-specific determination of public facility is valid for one year from date of signature. A care-specific determination of public facility availability is conclusive and cannot be

appealed. However, the MCSC may waive the required statement of public facility availability.

4. PFPWD eligible beneficiaries who are enrolled in TRICARE Prime must meet all requirements under TRICARE Prime, including assignment and use of primary care manager to request services/items provided through the PFPWD.

(Q) What is the TRICARE guidance for long-term family care plans that entail sending the children back to the states?

(A) A medical POA would be required for YS or School Physical if the parent or legal guardian was not the person accompanying the child for the YS or school physical.

(Q) If medical personnel are deployed, where will family members go for routine treatment?

(A) There are three PROFIS providers at Mannheim. If troops are deployed, the decrement in providers should parallel the decrement in population-for any miss-match that is unfavorable to the population; they will be seen on the economy in the Preferred Provider Network.

(Q) Will teen health clinics at high schools still be open and will a POA need to be on record for the student to use it?

(A) For families and mobilization - would need to see if the workload reflects keeping it open or not. May need to adjust how often staff is sent to the clinics. The need would still be there, maybe even more now with parents being deployed. The teen clinic staff has a good rapport with the teens seen there.

The types of care provided in the clinic is already covered in the consent parents/guardians sign at the beginning of the school year, when they

elect to have their teens seen in the clinic. Anything additional would have to have a POA, if parent/guardian is not available.

(Q) What is the plan for eye care and dental in the event that they close any clinics and the family members are not enrolled in TRICARE prime?

(A) Active duty personnel and their families will always have the choice of enrolling in TRICARE Prime at a nearby military medical treatment facility (within 50 miles distance) or enrolling in TRICARE Europe Prime Remote if living in a designated "remote" location. TRICARE Prime benefits for eye care remain available in both situations

TRICARE Prime Benefit (Active Duty Family Members): Enrolled beneficiaries are authorized one screening eye examination per 12-month period. An ophthalmologist or an optometrist may perform the exam. There is no limit for eye care that is required as the result of a medical condition.

TRICARE Extra/Standard Benefit (Active Duty Family Members): No covered benefit for an eye examination unless the exam is related to a covered medical condition, such as cataracts or an eye injury.

TRICARE Extra/Standard Benefit (Active Duty Family Members): No covered benefit for an eye examination unless the exam is related to a covered medical condition, such as cataracts or an eye injury.

If a clinic closes, and the beneficiaries are not within 50 miles of a nearby military medical treatment facility, the location of assignment will be designated as "remote" for healthcare purposes. We'll assume for the purpose of responding to this

question that the beneficiaries are living in a "remote" location; otherwise they would continue to be enrolled in TRICARE Prime at the nearby military medical treatment facility.

Beneficiaries in a "remote" location have the option of either enrolling in TRICARE Europe Prime Remote or obtaining medical care under TRICARE Standard (must pay annual deductible and 20% of allowable charges). If the beneficiary enrolls in TRICARE Europe Prime Remote; they will retain the annual eye exam benefit utilizing host nation providers. There is no requirement for active duty family members to obtain pre-authorization for medical care at their remote locations. There is no annual deductible, nor out-of-pocket cost for active duty family members enrolled in TRICARE Europe Prime Remote. If the eye care provider writes an eyeglass prescription for the active duty family member, the prescription will be mailed to the nearest military medical treatment facility and eyeglasses will be procured for the beneficiary.

(Q) Will routine medications be available down range? Can I pick up his prescription for him at the military pharmacy and mail it to him?

(A) Although routine medications will be available down range, Service Members are required to take a 6-month supply of all routine medications with them when they deploy. They should contact the local MTF pharmacy when they arrive down range to ensure their medications are available. All refills should be received at the down range pharmacy. In unusual circumstances, spouses can pick up medications at the military pharmacy and mail them.

(Q) My mother, who will be taking care of my children, is not entitled to military medical care. In an emergency will she be seen by the military medical system?

(A)

(Q) Will dental care continue to be available through the military?

(A) Yes, Dental care will continue to be available through the military.

(Q) What is the pet policy for those not intending on taking their pets back to the states with them and will they be allowed to put the pet in a Tierheim (German Veterinary Clinic) without the sponsors knowledge and if so who will be held financially responsible?

(A) People who will not take their pets with them back to the States have several options:

1. Find a friend who is willing to take care of the pet until they return.
2. Give the pet up to an animal shelter (Tierheim) for adoption.
3. Board the pet at a boarding kennel (hundpension). This will be at the owner's expense.
4. While none of these options should be done without the sponsor's knowledge, it is the pet owner (who may or may not be the sponsor) who must make the decision).

(Q) Will veterinary care still be available through the military? If not, will info sheets be published for each community identifying veterinary options/providers on the economy?

(A) Veterinary care will still be available through the military. Since veterinary officers and animal care technicians will be among those deploying, some communities will see a reduction in the services available. All Veterinary Treatment Facilities should have a list of local national veterinarians in the area. If they do not, contact 100thdcts@med30.heidelberg.amedd.army.mil.

FAMILY CARE PLANS

(Q) Will family care plans be verified during PDP only or will someone for the units verify them as well?

(A) When a soldier arrives to a unit, he/she has 30 days to complete a family care plan. If the FCP cannot be completed in 30 days, the service member can be given a 30-day extension. Once the family care plan is complete, the commander reviews it immediately for validity. Commanders are required to verify 10% of their family care plans monthly. The verification entails calling the individuals listed as short and long-term care providers and ensuring that they understand their duties as care providers. Phone calls are also made to ensure that these individuals are still available as care providers if the unit deploys.

(Q) What is the legal process for turning children over from short-term family care plans to long-term family care plan? (Verification of identity)

(A) The short-term provider is used temporarily until the service member is able to activate his/her long-term family care plan. The long-term care providers will have powers of attorney to care for the children. Short-term providers should be given information about the long-term care providers. In addition, a letter of instruction should be published with the family care plan that gives the details on how the long-term care plan will be activated, as well as instructions on the transfer of the children.

(Q) Will the FRG leader have a list of those activating their family care plan?

(A) The Rear Detachment Commander will have access to all Family Care Plans. The FRL can coordinate with the Rear D for this information.

(Q) Once a child goes from short term to long term, who will notify the FRG leader, Rear Detachment Commander or the FRGLO (Family Readiness Group Liaison Officer) as to changes in information so the Family Readiness Group (FRG) leader can update the FCP provider?

(A) A letter of instruction is provided with each family care plan. Prior coordination should be made with the short term care provider informing him/her that they are to notify the Rear Detachment commander once the children have been moved to their long term care provider.

SECURITY

(Q) If soldiers are deploying, what kind of security are the Kasernes and housing areas going to receive?

(A)

POWERS OF ATTORNEY

(Q) What is a power of attorney?

(A) A power of attorney is a document that allows someone else to act as your legal agent. Thus, a power of attorney can be used to allow a friend to sell your car, to let your spouse ship your household goods or to authorize a relative to take your child to the hospital. It can also be used to sell or buy property. It can create valid and legal debts in your name or it can authorize a person to pay off your debts.

(Q) Are there different kinds of powers of attorney?

(A) Yes. The two types are *general* and *special* powers of attorney. A *general power of attorney* allows the person you name (or *your agent*) to do any and all things that you could legally do, from registering a car to selling a house. A *special* (or *limited*) *power of attorney* lists a particular act that the agent is authorized to do and limits the agent to that act. The agent can, of course, be authorized to do more than one legal act in a single special power of attorney.

(Q) When does a power of attorney expire?

(A) A power of attorney should never be made indefinite or permanent. The best course is to set a date for the power of attorney to expire, and this can be written into the power of attorney. That way, the power of attorney will be no good after the expiration date that you set unless, of course, you renew it by preparing a new power of attorney.

(Q) What are some of the things a special power of attorney can do?

(A) You can use a special power of attorney to allow someone to do almost all legal actions that you can do yourself. Thus, for example, you could prepare a special power of attorney that lets your designated agent:

1. Buy or sell real estate;
2. Purchase a car or sell your furniture;
3. Sign your paycheck or withdraw money from your bank account;
4. Admit your child to the hospital for needed medical care;
5. Ship or store your luggage and household goods;
6. Sign your name to a lease or an agreement to connect utilities, such as electricity, gas, oil or telephone service;
7. Cash or deposit tax refund checks or transfer stocks and bonds.

(Q) Are there any things a power of attorney cannot do?

(A) While a power of attorney will be accepted as valid for most purposes, in some states there are some items that cannot be accomplished by using a power of attorney because these actions are so personal in nature that they cannot be delegated to another. Thus, for example, a marriage ceremony or the execution of a will usually cannot be done by power of attorney. In addition, there are times when a certain form of power of attorney is required and none other will be accepted.

(Q) All this sounds like a good deal - why doesn't everyone have a power of attorney?

(A) A power of attorney can be very useful if you have one in effect when you need it. A power of attorney can be *abused as well as used*; there can be disadvantages to having one as well as advantages. A husband who just separated from his wife might use the power of attorney she gave him to clean out her individual bank account. A

well-meaning older person might give a power of attorney to a younger relative, only to discover that the relative squandered and spent the assets of the older person. A power of attorney always has the potential for being a very helpful or a very dangerous document for those reasons. The important thing to remember is that you are going to be legally responsible for the acts of your agent. Therefore, you must exercise great care in selecting the person to be your agent.

(Q) What steps can I take to prevent improper use of my power of attorney?

(A) There is no way to *guarantee* your power of attorney will not be misused. Here are some guidelines and precautions that will help prevent abuse:

- 1) Never have a power of attorney unless you need one.
- 2) If you feel you might need a power OF ATTORNEY, HAVE ONE PREPARED BUT DON'T SIGN IT UNTIL YOU NEED IT.
- 3) ALWAYS PUT AN EXPIRATION DATE ON YOUR POWER OF attorney; never make a power of attorney that lasts indefinitely.
- 4) Make sure your expiration date is for a fairly short period of time. While this will vary from one person to another, periods of one, two or three years are not uncommon on powers of attorney.
- 5) Never use a general power of attorney when a special one will do.
- 6) If you want to cancel or terminate a power of attorney before it expires, you can prepare and execute a *revocation of power of attorney*. Give a copy of the revocation to any person that might deal with the person to whom you gave your power of attorney. In some states you may also record the revocation in the county register of deeds office where the

original power of attorney was recorded or was to be used. Just remember that it is usually *impossible* to cancel effectively a power of attorney, since the safest way to do this is to get back the original and all the copies that you have given to your agent, as all as all the photocopies that may have been made by banks, realtors, merchants, landlords and other people who are relying on the power of attorney you have signed.

(Q) Are there any special requirements for powers of attorney?

(A) A power of attorney is often executed before a Notary Public. If you wish, it can be recorded at the county register of deeds office where it is to be used. When a power of attorney is used to transfer land or to do business on behalf of a person who has become incapacitated, it must be recorded. As a general rule, however, a power of attorney does not need to be recorded in order to be effective.

(Q) Does every business or bank have to accept my power of attorney?

(A) No. Every business or bank is free to accept or reject a power of attorney. Some businesses or banks require that the power of attorney be recorded while others do not. Some banks will accept only a special power of attorney. The best rule is to check with the business or bank before obtaining or using a power of attorney to be sure that it will be accepted.

(Q) Does a power of attorney expire upon my death or mental incapacity?

(A) A power of attorney expires on the death of the *grantor* (the person signing it) or of the agent named in it (unless a substitute agent is named). Many people choose to have an additional clause in

a power of attorney that makes provision for its continued existence in the event of mental incapacity. This type of power of attorney is called a *durable power of attorney*. Such a power of attorney must be recorded at the county register of deeds if the grantor later becomes mentally incapacitated. You should remember, however, that a valid power of attorney must be signed while the grantor is sane and mentally competent. If the grantor wants to prepare a power of attorney that only becomes valid upon his or her incapacity, that document can also be prepared, and it is called a *springing power of attorney* because it "springs to life" upon the grantor's incapacity.

(Q) What if I have other questions or specific problems I want help in solving?

(A) See a legal assistance attorney or a civilian lawyer as soon as possible. Seeing a lawyer early may not only solve a problem you have; it may also resolve or avoid a problem in the future.

LAST WILL AND TESTAMENT

(Q) What is a last will and testament?

(A) A Last Will and Testament is the legal document which controls the disposition of your property at death and may provide for guardianship for your children after your death. A will is not effective until death. As long as you are living, your will has no effect and no property or rights to property are transferred by it.

(Q) Can my last will and testament be changed?

(A) Yes. Changes to a will are made by drafting a new will and destroying the old one, or by adding a "Codicil." A Codicil is a legal document which must be signed and executed in the same manner as your will. *NEVER MAKE ANY CHANGES TO YOUR WILL* without consulting an attorney. Changes on the face of your original Will may make it invalid.

(Q) What is my legal residence?

(A) Your legal residence is the state in which you have your true, fixed and permanent home and to which, if you are temporarily absent, you intend to return. Voting, paying taxes, owning property, motor vehicle registration and so on, are some indicators of one's legal resident of some state. You cannot be a citizen *at large*.

(Q) Is my legal residence important with regard to my will?

(A) Yes. Your legal residence may affect where your will is probated and the amount of state inheritance or estate tax that may be paid at death.

(Q) What is my estate?

(A) Your estate consists of all of your property and personal belongings you own or are entitled to possess at the time of your death. This includes

real and personal property, cash, savings and checking accounts, stocks, bonds, real estate, automobiles, etc. Although the proceeds of insurance policies may be considered part of your estate in some states, a will does not change the designated beneficiaries of an insurance policy. The proceeds of an insurance policy, although part of your estate for tax purposes in North Carolina, will normally pass to the primary or secondary beneficiary designated on the face of the policy.

(Q) To whom should I leave my estate?

(A) A person who receives property through a will is known as a *beneficiary*. You may leave all of your property to one beneficiary, or you may wish to divide your estate among several persons. You may state in your will that several different items of property or sums of money shall go to different persons. In any event, you should decide on at least two levels of beneficiaries: *PRIMARY BENEFICIARIES* -- those who will inherit your property upon your death; and *SECONARY BENEFICIARIES* -- those who will inherit your property in the event the primary beneficiaries die before you. You may even want to select a third-level beneficiary in the event that both the primary and secondary beneficiaries die before you.

(Q) May a person dispose of his property in any way?

(A) Almost, but not quite. For example, in some states, a married person cannot completely exclude a spouse. Generally, you are free to give your property to whomever you desire. However, most states have laws that entitle spouses to at least part of the other spouse's estate. This *statutory share* ranges generally from 1/3 to 1/2 of the other spouse's estate. Some states, such as Louisiana, also provide shares of the estate to children of the decedent. Insurance proceeds and jointly owned

property may be controlled by other provisions of the law. If you have questions concerning the statutory share law in your home state, you should ask a legal assistance attorney.

(Q) Should I name a guardian for my children in my will?

(A) Yes. A guardian should be named in a will to ensure that the children and their estates are cared for in the event that both parents should die. Your guardian should be chosen with extreme care, as this person will be charged with the duty of raising your children and managing their legal affairs. Do not automatically assume that your parents or any other relative will be a suitable guardian. Such factors as the age of the guardian, age of the children, religion, social status, economics, and relation of the proposed guardian to the children, if any, should be considered in making your decision. Additionally, a substitute guardian should be chosen with the same care as the primary guardian just in case the primary guardian cannot serve in that capacity.

(Q) I want my parents to be the secondary guardians of our children and my spouse disagrees. Do we have to agree on the appointment of a secondary guardian?

(A) It depends. The guardianship provision is normally effective when both parents die at or about the same time. As an example, if the husband's will nominates his parents and the wife's nominates her parents and both husband and wife die at or about the same time, then *the court* will have to decide who is the proper party to be the children's guardian. That will cause undue hardship on all parties concerned as well as considerable unnecessary expense, a large part of which your estate will have to pay. On the other hand, if the parties dies several years apart from

one another, the guardianship clause in the second will to be probated is the only one that would be effective, so there would really be no conflict between the two wills if different secondary guardians were chosen by the husband and wife.

(Q) What is an executor?

(A) An executor is the person who will manage and settle your estate according to the will. You should also consider naming a substitute executor in the event that the named executor is unable or unwilling to act as the executor of your estate. By the wording of your will, you can require that your executor or substitute executor be required to post bond or other security, or you can waive this requirement, thereby saving expense to your estate. The choice is yours.

(Q) What if I want to set up a trust?

(A) The resources are available in Legal Assistance Offices to permit the drafting of simple trust agreements. Consult with your legal assistance attorney for further details.

(Q) How long is a will valid?

(A) A properly drawn and executed will remains valid until it is changed or revoked. However, changes in circumstances after a will has been made, such as tax laws, marriage, birth of children or even a substantial change in the nature or amount of a person's estate, can affect whether your will is still adequate or whether your property will still pass in the manner you chose. All changes in circumstances require a careful analysis and reconsideration of the provisions of a will and may make it wise to change the will, with the help of your legal assistance attorney.

(Q) Does a will increase probate expense?

(A) No. It usually costs less to administer an estate when a person leaves a will than when there is no will. A properly drafted will may reduce the expense of administration in a number of ways. Provisions can be placed in Wills that take full advantage of the federal and state tax laws. Drawing a will can avoid the expense of posting bond or appointing a guardian for your children. A will can save money for you and your family if it is properly drafted.

(Q) How large an estate is necessary to justify a will?

(A) Everyone who owns any real or personal property should have a will regardless of the present amount of his estate. Your estate grows daily in value through the repayment of mortgages, appreciation of real estate, stocks and other securities, inheritances from relatives and other factors.

(Q) What happens when you don't make a will?

(A) When a person dies without a will (or dies *intestate*, as the law calls it) the property of the deceased is distributed according to a formula fixed by law. In other words, if you don't make a will, you don't have any say as to how your property will be divided. Take the case of a North Carolina resident dying without a will. If this person dies leaving children, the surviving spouse would share the estate with the children. With no will, the surviving spouse receives the first \$30,000 of personal property and half of the remaining estate when there is only one child; if there were two or more children, then the widow or widower would get 1/3 of the remainder and the children 2/3 of same. Now usually a person would prefer that all of his estate, if it is not large, go to the surviving spouse. If there are any children under 18, the property cannot be delivered to them and a guardian must be appointed for them.

A guardian will require considerable expense and could create legal problems that might have been avoided with a will. Most important for mothers and fathers, however, is not the disposition of their property after their death but rather the proper care and custody of their minor children. Grandparents, other family members and godparents do not automatically receive custody of children who do not have surviving parent. Your will should specify the individual, as well as an alternate, you would like to designate as the guardian of your children. This decision on your part will be of great assistance to the court in determining who will receive the custody of your children.

(Q) What happens to property held in the names of both husband and wife as joint tenants with the rights of survivorship?

(A) Joint bank accounts and real property held in the names of both husband and wife with right of survivorship usually pass to the survivor by law and not by the terms of the deceased's will. There are many cases, however, in which it is not to your advantage to hold property in this manner.

(Q) Is a life insurance program a substitute for a will?

(A) No. Life insurance is only one kind of property, which a person may own. If a life insurance policy is payable to an individual, the will of the insured has no effect on the proceeds. If the policy is payable to the estate of the insured, the payment of the proceeds may be directed by a will. The careful person will have a lawyer and life insurance counselor work together on a life insurance program, as one important aspect of estate planning.

(Q) What if I still have questions regarding my will?

(A) Ask them while your legal assistance attorney is preparing your will. Be sure that you convey accurately your wishes for the distribution of your property.