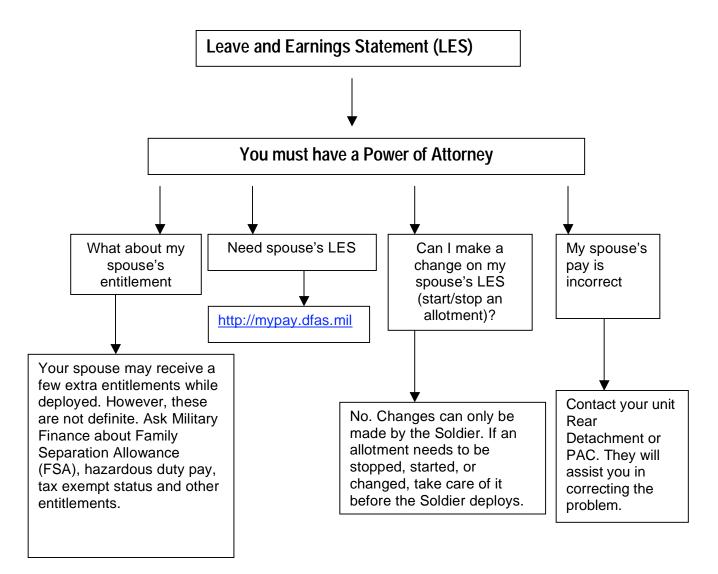
Soldier and Family Problem Solving Guide



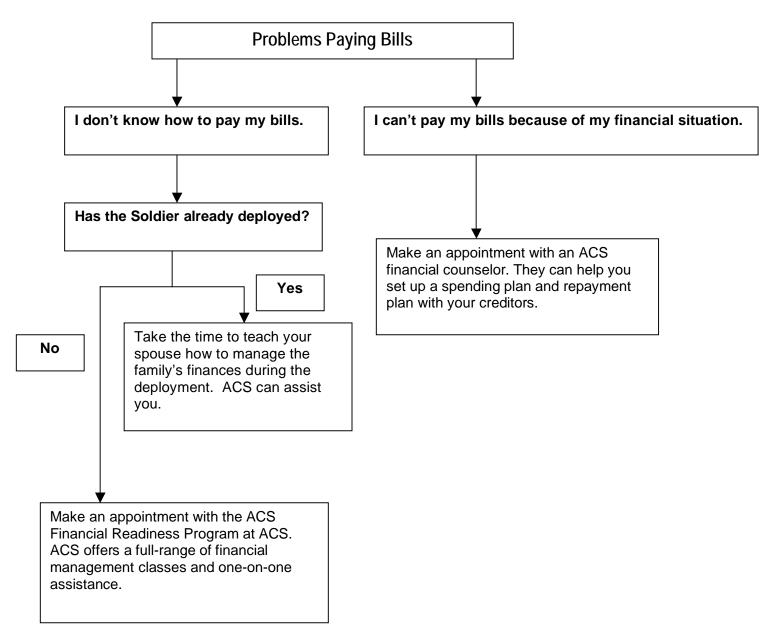
How Do I Solve Pay Problems?



For more information, contact the Finance Battalion:

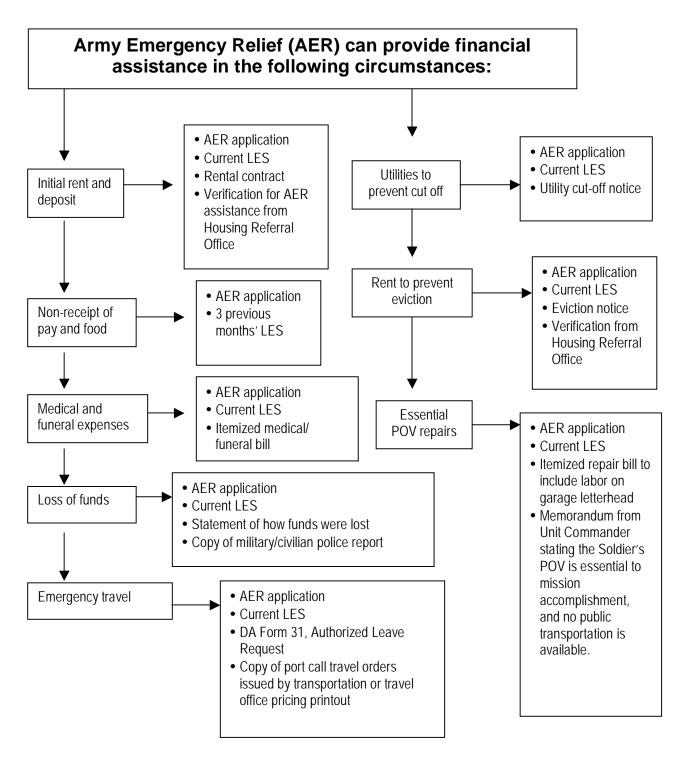


How Do I Solve Problems in Paying My Bills?



To learn more about the services provided by ACS Financial Readiness Program, call ______.

How Can I Get Emergency Financial Help?

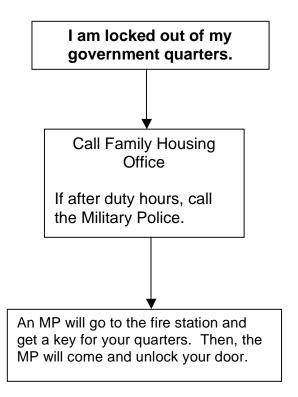


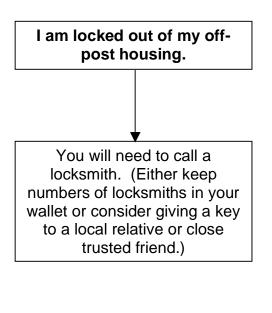
For more information, call Army Emergency Relief at

4



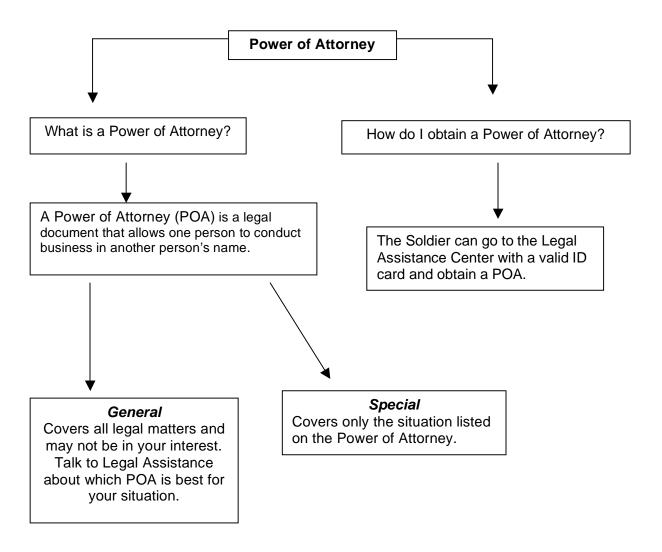
Help! I Am Locked Out of My House







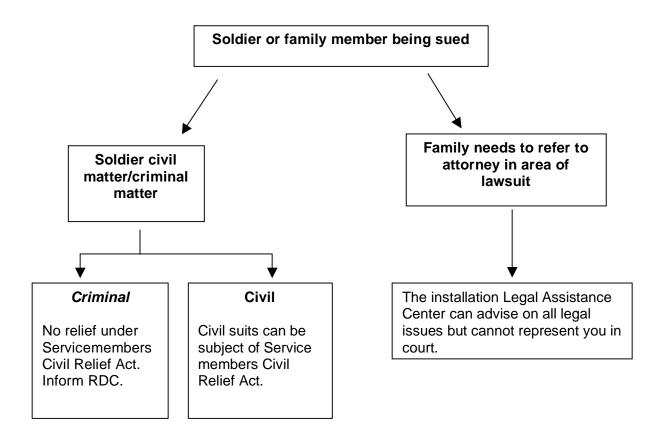
Do I Need a Power of Attorney?



For more information, call the Legal Assistance Center at ______



How Can I Get Legal Help?

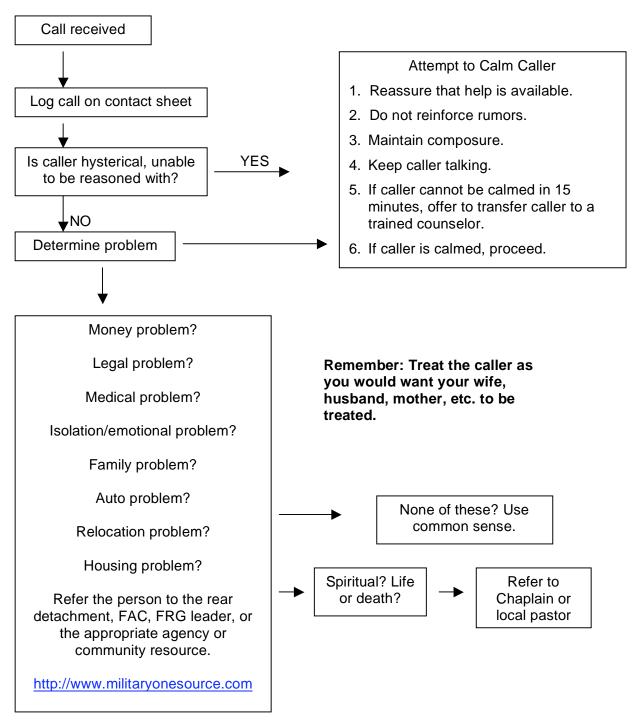


For hours of assistance, call the Legal Assistance Center at ______.



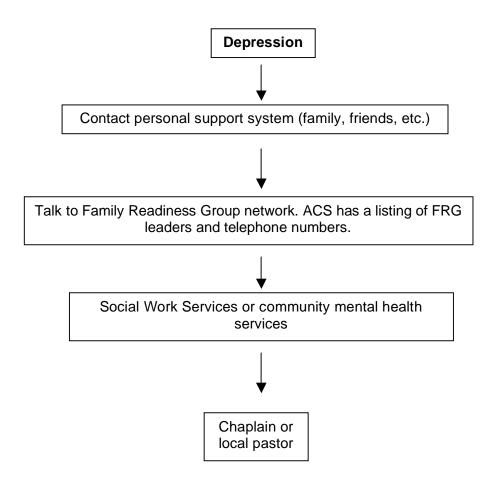
How Can I Help A Distressed Person?

Flow Chart for Helping Distressed





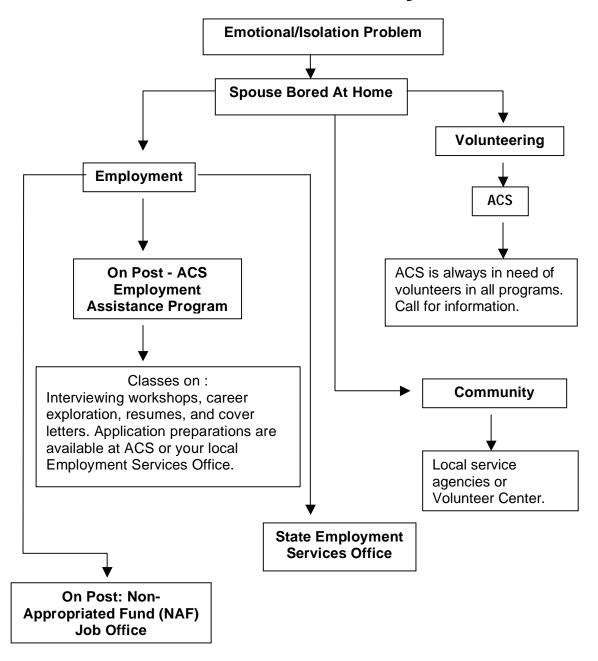
How Can I Help Someone Who is Depressed?



Phone Numbers	
Social Work Service :	
Community Mental Health:	
Chaplain:	



How Can I Help Someone Who is Bored and Lonely?

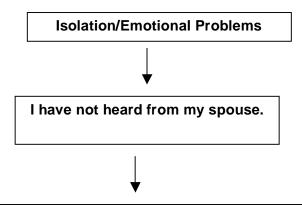


For volunteer positions, call ACS at _____.

Call the ACS Employment Readiness Program at _____.



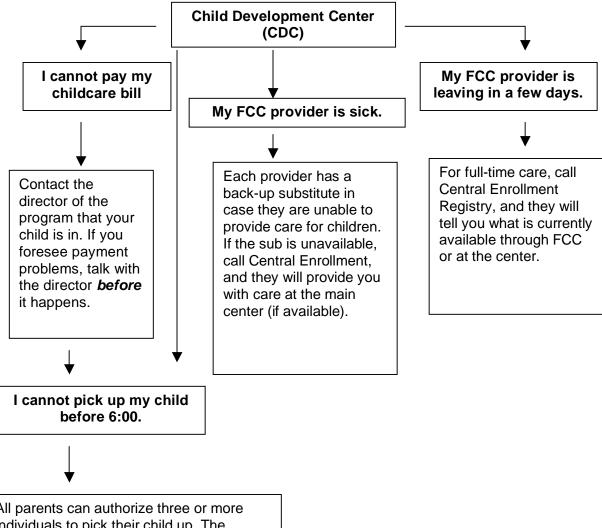
How Can I Help Someone Who is Feeling Isolated?



Contact your Rear Detachment Commander. The ACS Mobilization and Deployment Manager has a list of RDC phone numbers. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.

Handy Phone Numbers
Rear Detachment Commander:
Rear Detachment Duty Office:

How Can I Solve Child Care Problems?

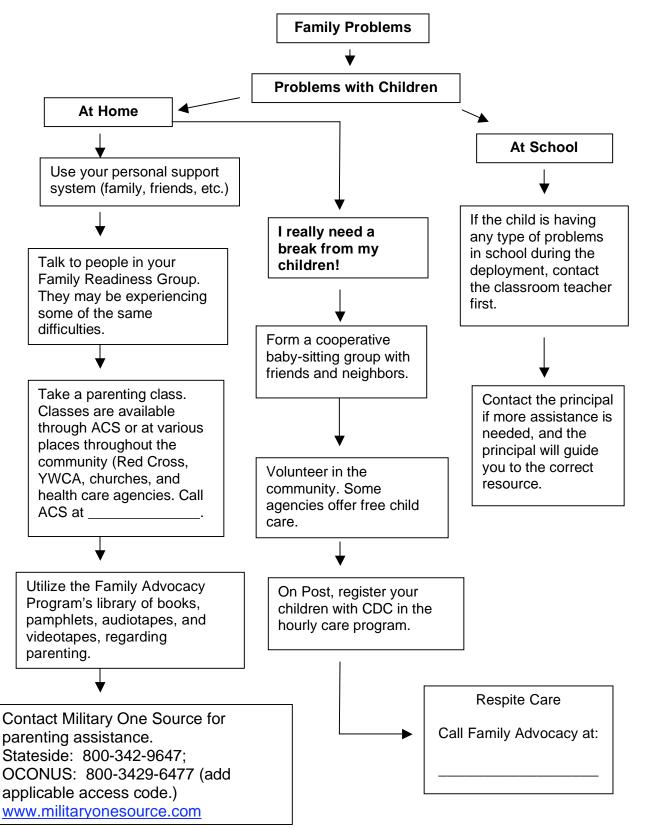


All parents can authorize three or more individuals to pick their child up. The person picking the child up must bring in an ID card so that the CDC can release the child.

Child Care Important Phone Numbers	
Child Development Center	
Central Enrollment	
	•
FCC Coordinator	_



How Can I Solve Problems with My Children?





How Can I Reach My Family Readiness Group Leader?

I need to contact my Family Readiness Group. Who do I call?

ACS has a current listing of all FRG leaders and their telephone numbers. This is confidential information only to be given to individuals within that FRG leader's unit.

How Can I Get in Touch with My Deployed Spouse?

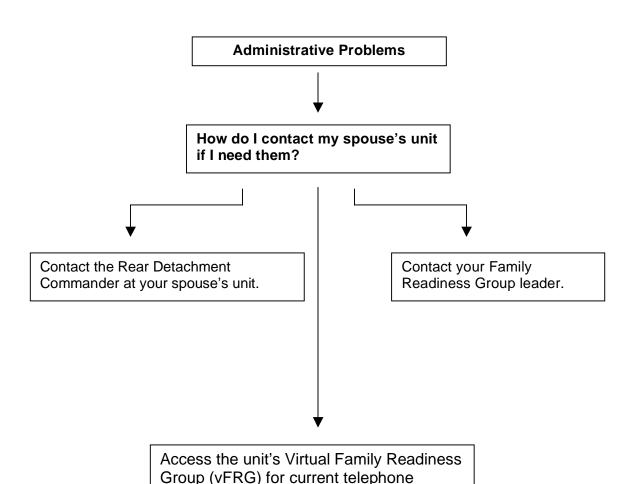
Contact your Rear Detachment Commander. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.

Rear Detachment Commander

Contact ACS, the local armory or the sponsor's unit for this information.



How Do I Contact My Spouse's Unit When He is Deployed?



numbers or contact Army Community

Service.



USAREUR Problem Solving

The following pages are relevant to the U.S. Army in Europe. The problems and solutions are unique to Soldiers and families living overseas, particularly in Germany. (The procedures may be different on your installation so review with appropriate agencies.)

How Do I Get Birth Certificates and ID Cards for Newborns?

Birth Registration Requirements

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Parents must register a child born to them in USAREUR with the appropriate U.S. or foreign authorities (in some instances, with both). This registration documents the child's citizenship and enables the child to get a passport. A child must have a passport to travel in Europe and to enter the U.S.

*

To apply for the child's birth registration, U.S. citizen parents should report with the child, required documents, and a U.S. postal money order in the amount due to the servicing Personnel Detachment (PD) by 30 days after the child's birth (USAREUR REG608-3). The birth registration agent at the PD will help the parents fill out the birth registration application, administer the oath, assemble the application and required items, and send the packets to the servicing American embassy or U.S. consulate. The embassy or consulate will complete processing and send the child's consular report of birth to the PD. The PD will notify parents when the consular reports of birth are received. Processing of birth registration takes 2-4 weeks if correctly completed.

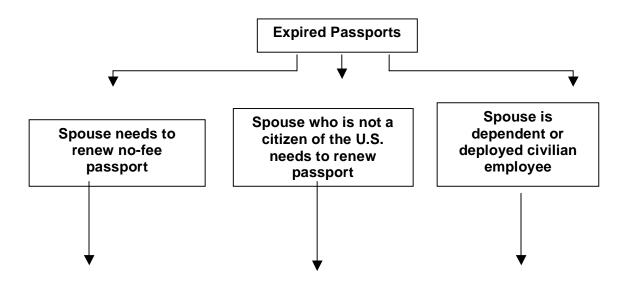
lacktriangle

Documents required for the child's birth registration vary according to the citizenship and current and past marital status of the child's natural parents. Standard items are the child's birth certificate and the natural parent's birth certificates or evidence of citizenship. Other items may be a marriage certificate, divorce decree, and residence/paternity affidavits. The servicing PD has information on documents required for the birth registration and where to write in the U.S. for missing documents.



Non-U.S. citizen parents must contact their home country embassy or consulate authorities for guidance on birth registration procedures. If their home country does not have an embassy or consulate or their home country authorities advise that the child is not entitled to citizenship under its laws, they should contact the appropriate American embassy, U.S. consulate, U.S. mission, or U.S. Immigration and Naturalization Service Office for guidance and documents needed for the child for traveling to and from the U.S. (USAREUR SUPPL 1 TO AR 608-61, APP F).

How Do I Get a New Passport?



Contact Installation Personnel Service BN

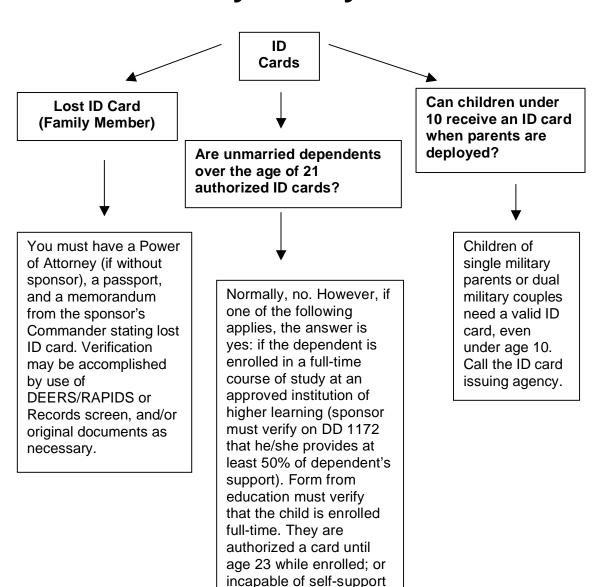
Bring proof of Command sponsorship, the expiring passport, and two passport-size photographs. The spouse will be assisted in completing the application. The application and required items will be sent to the servicing U.S. embassy or consulate. The new passport will be sent to the Personnel Detachment when completed to be given to the spouse.

Contact Installation Personnel Service BN

If the spouse is not a citizen of the U.S., he/she must contact the embassy or consulate of the country in which he/she has citizenship. If the country does not have an embassy or consulate, he/she should contact the U.S. embassy, consulate, mission, or Immigration and Naturalization Service Office for guidance on the documents needed to travel outside the country of assignment or residence.

Spouse needs to bring ID card, expired passport, two passport-sized photos, and a check or money order for \$40 to the Personnel Detachment. They will assist the spouse in completing the application and forward it to the servicing embassy or consulate. The embassy or consulate will complete the processing and send it back to the Personnel Service Detachment.

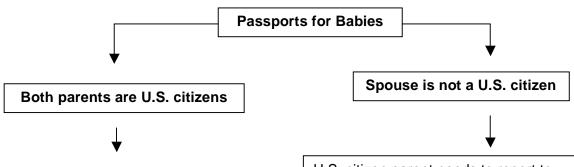
How Can I Get ID Cards for My Family?



because of a mental or physical handicap that existed before their 21st birthday (requires a

dependency

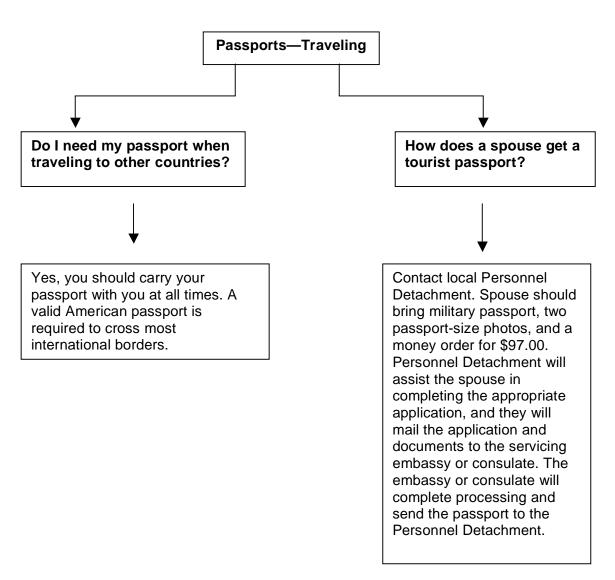
How Can I Get a Passport for a Baby?



Parent needs to report to the Personnel Detachment with the baby, birth certificates of parents, marriage certificate, divorce decrees (if applicable), and a \$82.00 money order. The Personnel Detachment will assist the spouse in completing the applicable forms so the child will have a birth certificate, passport, and Social Security number.

U.S. citizen parent needs to report to the Personnel Detachment with the baby, birth certificate of spouse who is a U.S. citizen, marriage certificate, divorce decree (if applicable), and a \$82.00 money order. The parent will be assisted in completing the applicable documents and administered the oath.

When Do I Need My Passport?



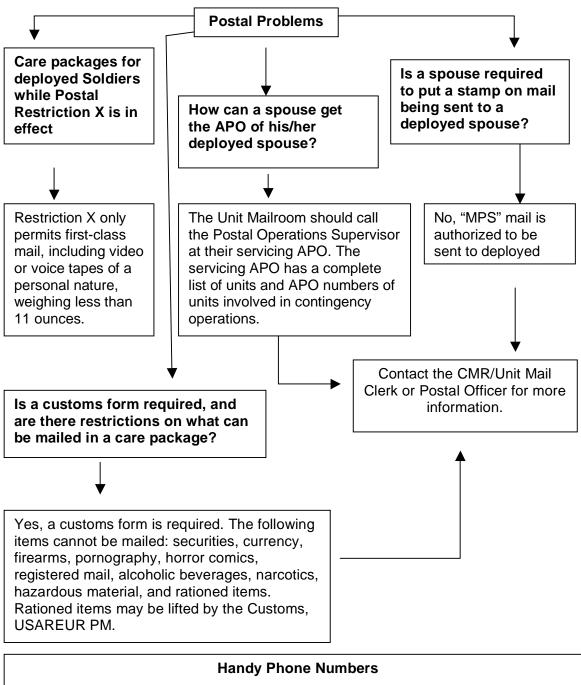
Personnel Support Battalion (PSB) Phone Number:	
Closest Consulate Phone Number:	

How Can I Contact the American Red Cross?

Verification of emergencies is needed in most cases. Message may be received via Command after hours. Call Red Cross night/day shift to initiate request. **After Duty Hours: During Duty Hours:** Call MP desk for MPs to contact on-call staff member. Have DA 31 Go to PSB with approved DA to get orders cut. Form 31 to get orders cut. **During Duty Hours:** After Duty Hours: Report to transportation with Call MP desk for on-call transportation copies of E/LV orders to get worker. Receive an ITR form to take to travel referral. the airport. **During Duty Hours:** After Duty Hours: If financial assistance is needed, If financial assistance is needed once contact the Army Emergency Relief emergency leave is approved, contact Office. Bring copies of LES, orders, the American Red Cross. Copies of and travel cost estimate. LES, orders, and travel cost estimate will be required. **Handy Phone Numbers** American Red Cross: (duty hours): American Red Cross: (after duty hours): Military Police (non-emergency): Army Emergency Relief: _____

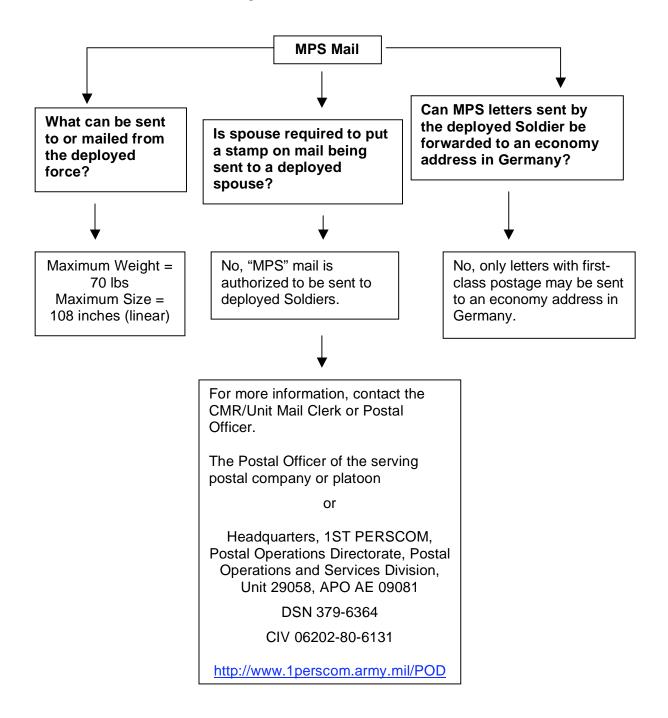


What Are the Rules about Mailing to My Spouse?



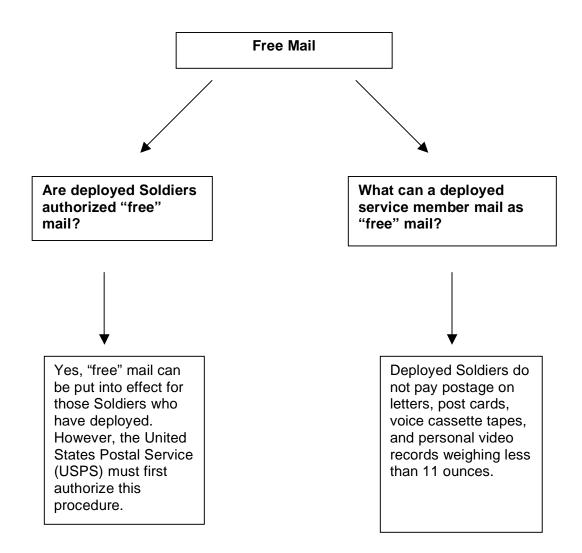


How Can I Use the MPS Mail System Overseas?





How Can I Use Free Mail?



What about the Deploying Soldier's Mail?

Disposition of Deploying Soldier's Mail

Soldiers may elect one of the following options for disposition of their mail prior to deploying:

- Forward all mail to the deployed Soldier (see Restriction "X" information in the box to the right).
- 2. Deliver all mail to a family member (normally a spouse).
- 3. Forward all mail addressed to the Soldier, and deliver remaining mail to a family member (usually a spouse).
- 4. Deliver all mail to a designated individual other than a family member. If this option is selected, the individual must complete a standard delivery order (PS Form 3801) designating another authorized Military Postal Service (MPS) user to pick up the mail.
- 5. Hold all mail until deployed Soldier returns. This option is not available for deployments in excess of 30 days due to limited space in the UMR/CMR.

If disposition instructions are not left by a Soldier, all mail will be delivered to the spouse. For unaccompanied Soldiers, all mail will be forwarded and remaining mail will be held.

Standard USAREUR Deployment Address

Grade/Rank, Full Name Company, Unit name Battalion, Division name APO AE XXXXX

Deploying personnel should provide their deployment address to their family and friends, not their business correspondents or publishers. Bulk rate business mail and second-class magazines will be forwarded by the UMR/CMR to the deployed service member when permitted. Restriction "X" will limit mail to first-class mail weighing 11 ounces or less.

How can a spouse get the APO of his/her deployed spouse?

The Unit Mailroom should call the Postal Operations Supervisor at their servicing APO. The servicing APO has a complete list of units and APO numbers of units involved in contingency operations.

How Can I Get In-Loco-Parentis Status for Someone to Care for My Child?

Guidance for submitting requests for childcare providers of personnel deployed

U.S. sole and dual-service parents deploying may request ILS support for persons acting In-Loco-Parentis.

Requests may be submitted by the sponsor or by the Rear Detachment Commander or BSB/ASG Commander on behalf of the sponsor.

Requests may be sent by fax (DSN 381-7213), mailed, or hand carried to the Office of the USAREUR Provost Marshall, Taylor Barracks, Command Section (NATO/SOFA Office), Bldg. 333, Mannheim.

Each request received by the Office of the USAREUR Provost Marshall will be processed in a timely manner. If approved, applicants will receive a letter of authorization and a partially completed AE Form 600-700A (USAREUR Privilege and Identification Card) reflecting authorized privileges and limitations. Authorization will be in six-month increments.

Letter of authorization and AE Form 600-700A will be taken to the servicing ID card section for issuance of an ID card.

Ration cards (if authorized) may be obtained from the sponsor's Personnel and Admin Center (PAC).

To drive a USAREUR-plated vehicle, the person acting In-Loco-Parentis must possess an international driver's license (not issued in Germany) or an official translation of their U.S. driver's license. German automobile clubs provide translation services.



How Can I Get Support for In-Loco-Parentis Caregivers?

Administrative Problem

Individual Logistic Support for Persons Acting In-Loco-Parentis

A person acting In-Loco-Parentis has lost his/her ID card. How can he/she get another one?

After calling the Office of the USAREUR Provost Marshall, NATO/SOFA Office (DSN 381-7354/8141), fax a copy of the original letter to the person acting In-Loco-Parentis to have logistical support to DSN 381-7213. If the letter of authorization is not available, a statement from the sponsor's Commander certifying that the ID card was lost must be faxed. The Office of the USAREUR Provost Marshall will then reissue the authorization.



What about Foreign Nationals Acting as In-Loco-Parentis?

Administrative Problems

Individual Logistic Support for Persons Acting In-Loco-Parentis

Can a single Soldier have his/her mother, who is a German national, care for his/her children in the mother's home on the economy and shop in the commissary to purchase American food for the U.S. Soldier is being deployed and is separated from German wife and has custody of children. Wife's German sister will be living in quarters to care for children. Can sister shop in commissary and PX and get an ID card to take proper care of the children?

This is a German national and, under the SOFA regulations, is considered an "ordinary resident." Under the SOFA regulations, ordinary residents are not authorized to use U.S. facilities or have an ID card. This Soldier can submit a request through his/her Commander to the Office of the USAREUR Provost Marshall (NATO/SOFA Office), APO AAE 09086, requesting an exception to policy for his/her mother, acting In-Loco-Parentis, to be authorized in the commissary on the Soldier's behalf. Please have the Soldier call the Office of the USAREUR Provost Marshall NATO/SOFA Office (DSN 381-7354/8141) before submitting the request. For more information, contact the ILS specialist at DSN 379-6516.

The Soldier can submit a request for an exception to policy for this person, acting In-Loco-Parentis, to shop in behalf of the Soldier to the Office of the USAREUR Provost Marshall (NATO/SOFA Office), Unit 29931, APO AE 09086. This office will coordinate with the German government to determine if this person, acting In-Loco-Parentis, will be able to shop on behalf of the Soldier. Contact local Customs MP.

How Can I Get Administrative Support for Childcare Providers Acting In-Loco-Parentis?

Individual Logistic Support for Persons
Acting In-Loco-Parentis

Can a single parent who is deploying allow his/her American parent to live in quarters, take care of children, use the commissary, PX, gas coupons, and ration card to shop on behalf of the Soldier? Can a dual military family, where both parents are deployed, hire someone who is not an American living in Germany to care for their children and get this person permission to live in government housing and use the commissary and PX?

A request for exception to policy should be initiated by the sponsor. If the sponsor is deployed, the request can be mailed by the sponsor's Commander or the Rear Detachment Commander to the Office of the USAREUR Provost Marshall, Attn: NATO/SOFA Office, Unit 29931, APO AE 09086. The request must include name, Social Security number, rank, unit, deploying order number, unit phone number, home phone, mailing address, and USAREUR POV license plate number of sponsor. Provide the reasons for the request (single parent deploying for a period of time needing a person to act on my behalf to shop in the commissary and PX, drive USAREUR-plated vehicle, and purchase rationed items), the names and ages of each family member, and the name, citizenship, and passport number of the person acting In-Loco-Parentis.

A request must be submitted through Commander channels to the Office of the **USAREUR Provost Marshall** (NATO/SOFA Office), Unit 29931, APO AE 09086. Request an exception to policy for the person, acting In-Loco-Parentis, to be authorized to shop in the commissary and PX on the Soldier's behalf. Once this request is received, the Provost Marshall Office will coordinate with the German government to determine if this person can shop on behalf of the Soldier.

Contact local Customs MP for more information.

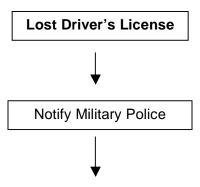
How Do I Get A USAREUR Driver's License?

How to Get a Driver's License

If you have a stateside driver's license and an ID card, you must attend a two-hour driver orientation on driving in Europe. You must also take and pass a written and signs test. In addition, you will need a check or money order for \$10.00.

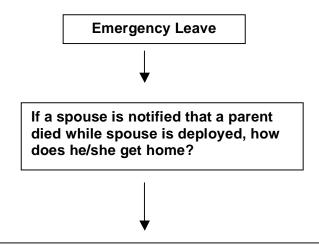
Call driver's testing for more information.

How Can I Replace My Lost USAREUR Driver's License?



Go to driver's testing office; bring a valid ID card and a \$10.00 check or money order. They will verify that you have a valid driver's license. You will fill out an application and take an eye test. You will receive a temporary license, and a permanent one will be sent to you in the mail.

How Do I Get Emergency Leave in USAREUR?



Unit Commander has approval authority on emergency leave. When the leave is for travel of family members only, the PD will cut Order Format 342, authorizing family travel back to the U.S. Contact the Soldier member's Rear Detachment Commander or the MP station to get this process started.

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See also - AER loans.

See also Administrative Problem - Red Cross message.

How Can I Go Back to the U.S. for a Visit?

Isolation/Emotional Problem



I want to go home (from USAREUR).



You can leave your quarters during the entire length of deployment as long as you provide a letter to the Rear Detachment stating there is someone taking care of your quarters, in case there is a problem.



You are allowed to fly AMC (space available) anywhere in the theater or back to the States. You will need a letter from your spouse's Commander stating that you and your family members are Command-sponsored.

My Car/Truck Broke Down. What Do I Do?

Auto is broken down on the road

ADAC is available as a roadside service for on the spot general repairs or as a towing service to a garage.

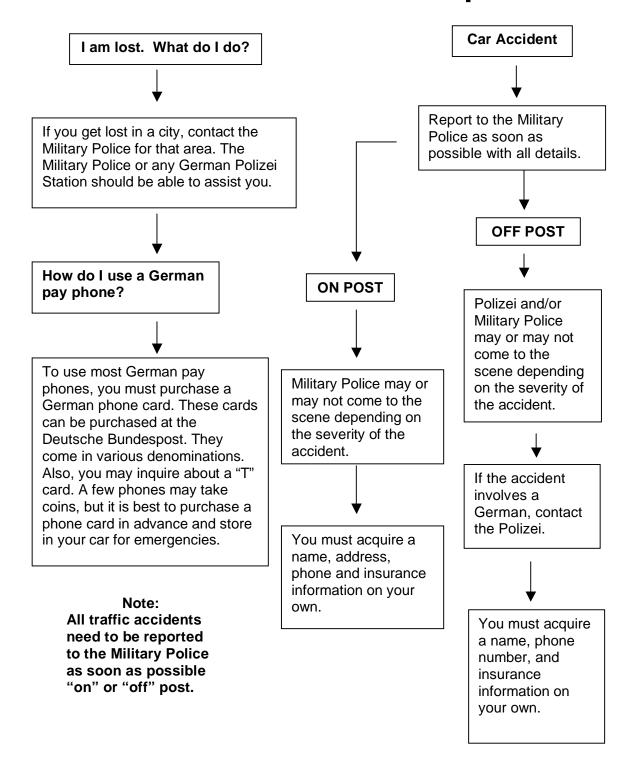
You must be a member to receive their services. Sign up at your local community bank.

MWR no longer provides a towing service.

Auto is broken down at home

Call AAFES and explain the problem. Depending on the situation, they will try to troubleshoot your problem and offer a solution. You will have to tow your vehicle to the AAFES garage in your KASERNE or to a local garage.

I Had an Accident, and I Am Lost. How Do I Get Help?



When I'm Deployed, What Happens to My Stuff?

Single unaccompanied Soldiers' household goods and unaccompanied baggage shipment or storage



Once a tenant unit has been notified that it will deploy, the Unit Commander is required to appoint a single POC for each company-size unit to coordinate with the servicing Personal Property Processing Office (PPPO) to arrange shipment and/or storage of deploying single unaccompanied Soldiers' personal property. The POC should normally be a senior or company grade officer who is familiar with the Commander's priorities and will remain with the rear detachment.



Whenever possible, single unaccompanied Soldiers of each unit will be counseled, processed, and picked up as a single unit.



The unit POC should immediately contact the servicing PPPO to arrange for a counseling date. The POC will provide the PPPO with a list of all single Soldiers deploying in his/her company. The list will reflect the unit deployment date, name, rank, SSN, estimated weight in pounds for each Soldier's personal property to be moved, and pickup address (barracks or off-post address.)

Inbound Shipments:	
Outbound Shipments:	

How Do I Take a AMC (Space Available) Flight Home?

Request a Command sponsorship letter through your Rear Detachment Commander. Use unit letterhead stationary, and include sponsor's name, rank, and Social Security number. It should also include all names of the sponsor's (Command sponsored) family members along with their Social Security numbers (or child's date of birth) and passport country of origin, i.e., U.S. passport.

You may bring your Command sponsorship letter or fax it to the Ramstein Terminal DSN: 479-4440/4299; com: 011-49-6371-47-4440/4299. Fax: DSN 480-2364; com: 011-49-6371-47-2364.

You will be assigned a "Julian" date. Your "Julian" date is the day your letter was received by the terminal. This does not guarantee you a seat on any flight.

For flight schedules, contact

Ramstein at DSN: 479-4440/4299 Commercial; 011-49-6371-47-4440

Prior to traveling on space available, make sure you have with you the Command sponsorship letter, all ID cards, passports, \$12.50 customs fee per person, long-term parking pass (if applicable, can be acquired at terminal), and baggage ID tags (can be acquired at terminal).

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You may want to come to the Ramstein area the night before. For reservations, contact Ramstein Guest Lodging at 011-49-6371-4900; DSN 480-4900



Be prepared to wait!! This is "space available" transportation. Depending upon your "category" and "avail date," you may/may not get a flight out the same day.

How Can I Go Home for an Extended Visit and Still Keep My Quarters in Germany?

Leaving Quarters for an Extended Period of Time

You can leave your quarters during your sponsor's deployment as long as you have a letter stating there is someone taking care of your quarters in case there is a problem. That person will need a Power of Attorney to care for your quarters. Also, there may be a limit on the amount of time the quarters may stay vacant. Contact the Housing Office for more information.