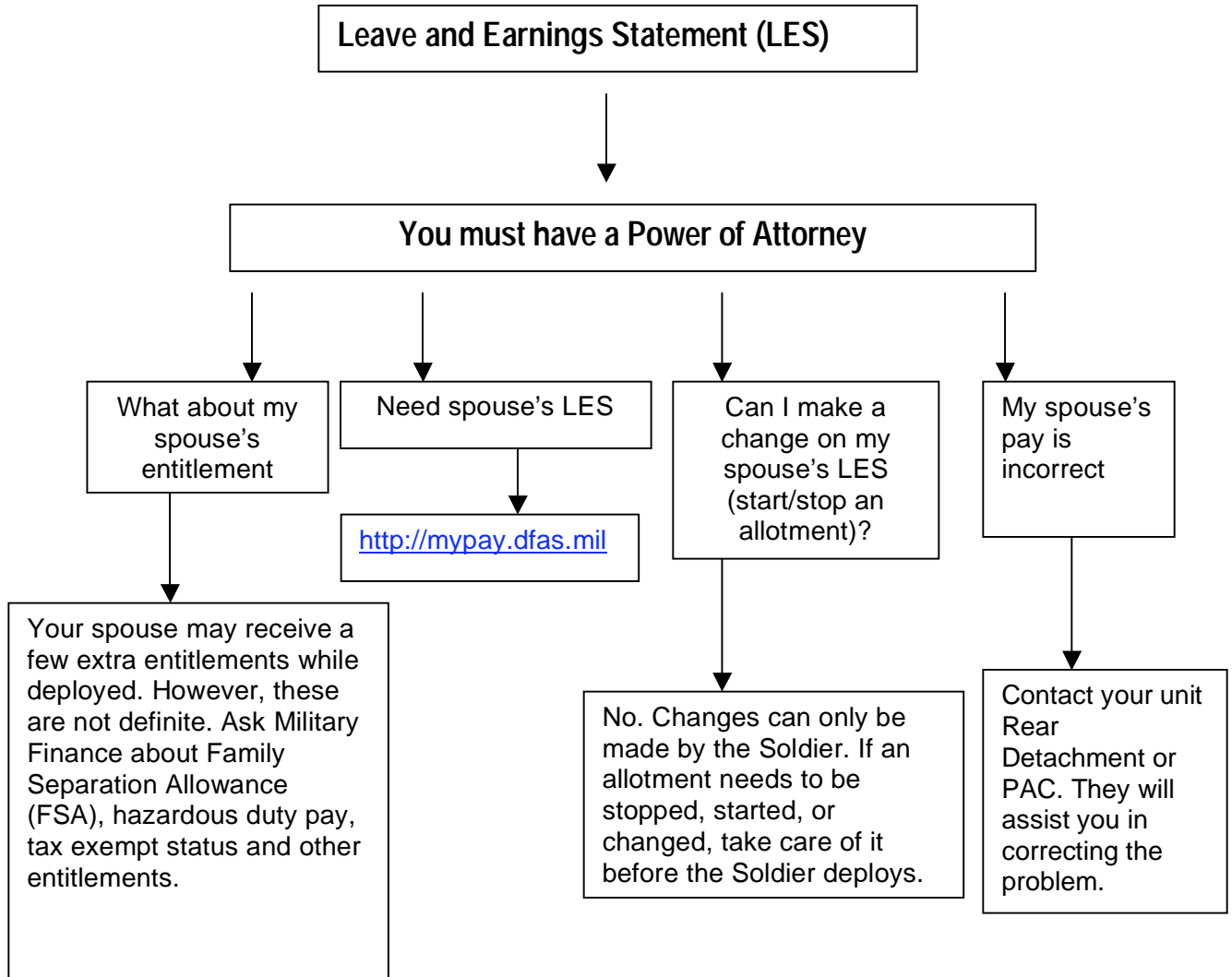




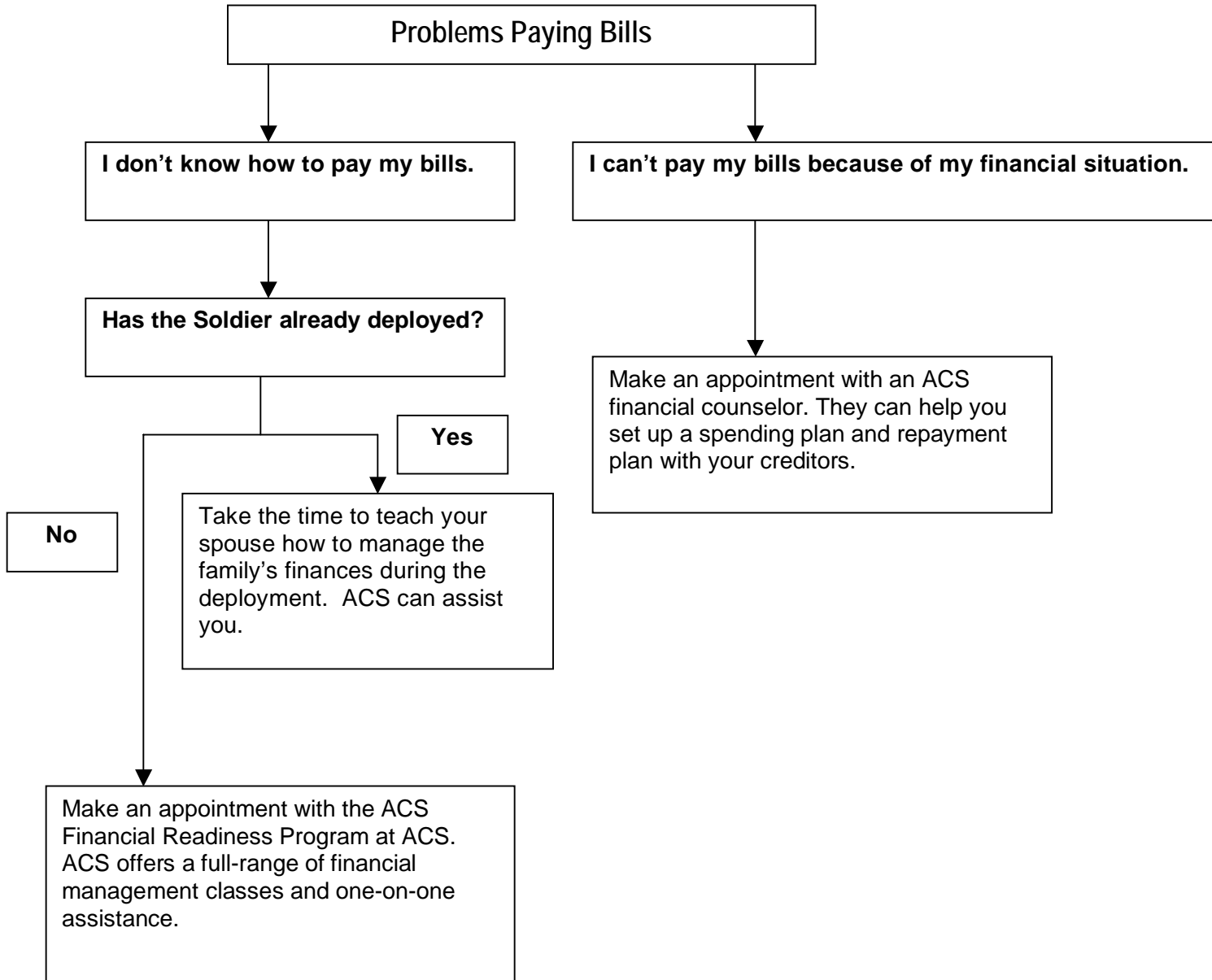
Soldier and Family Problem Solving Guide

How Do I Solve Pay Problems?



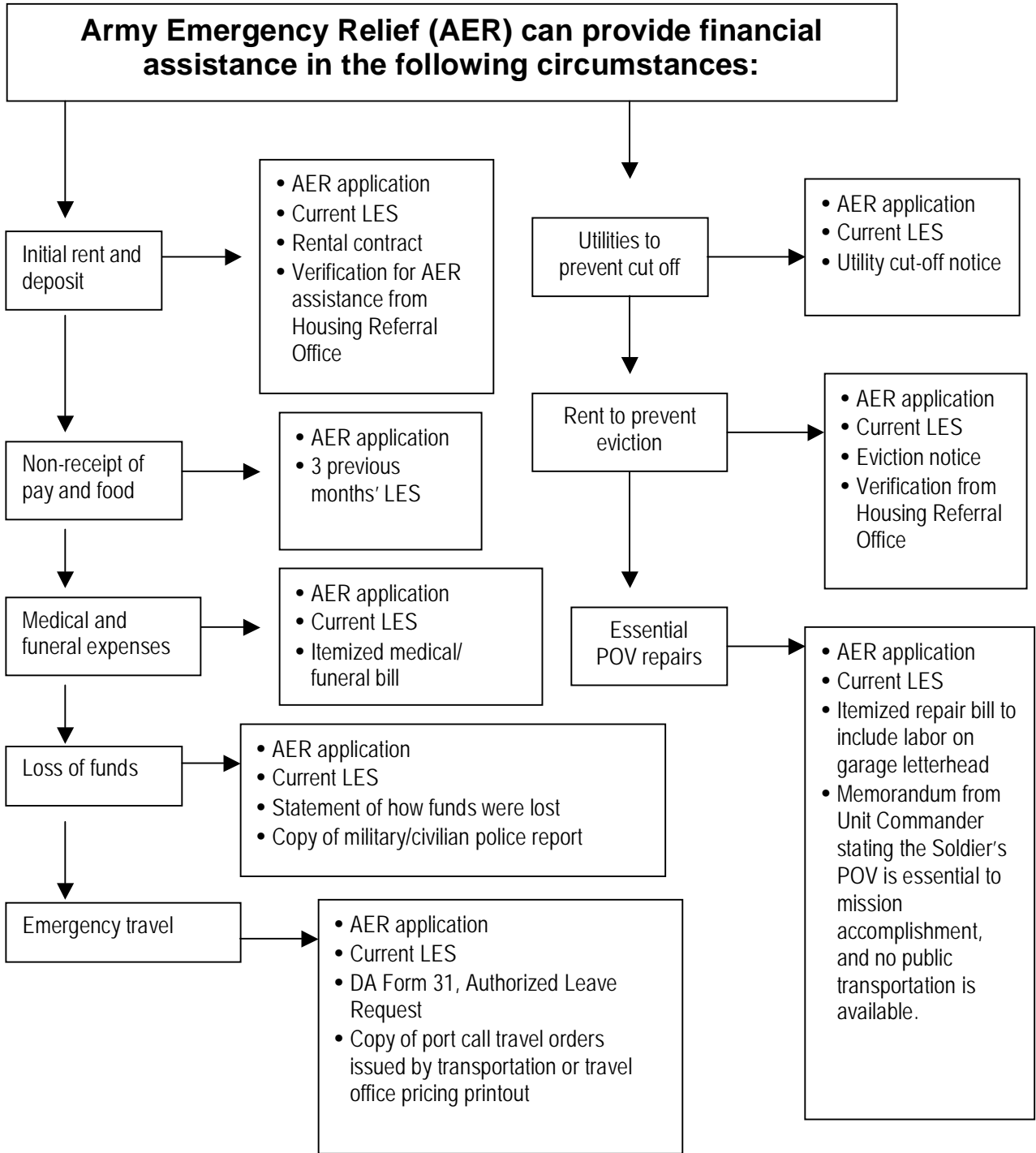
For more information, contact the Finance Battalion:

How Do I Solve Problems in Paying My Bills?



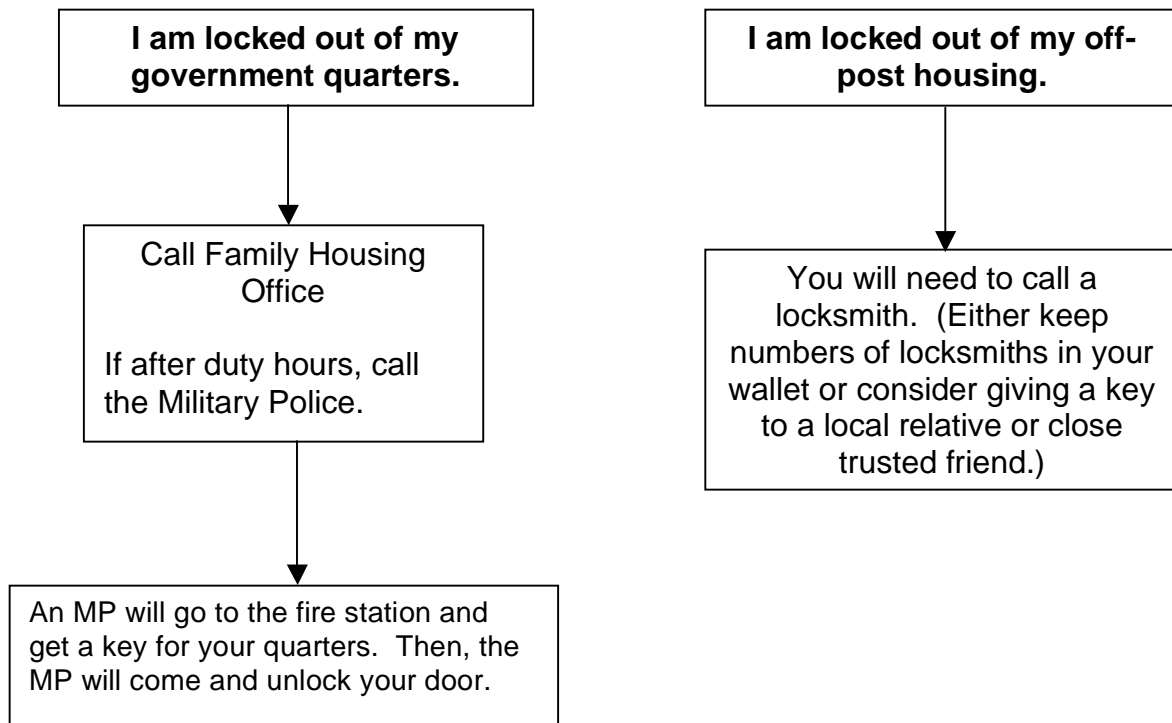
To learn more about the services provided by ACS Financial Readiness Program, call _____.

How Can I Get Emergency Financial Help?

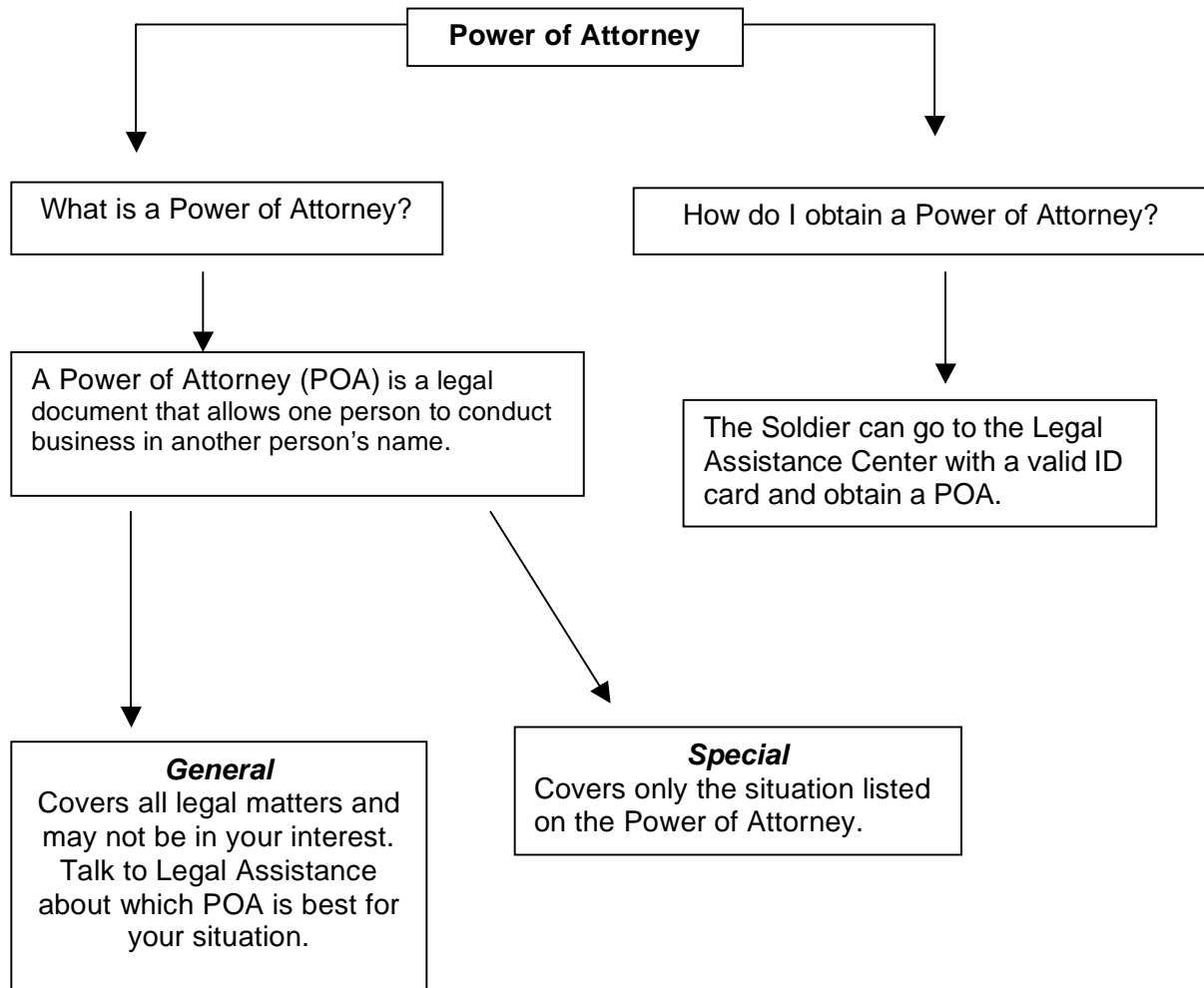


For more information, call Army Emergency Relief at _____.

Help! I Am Locked Out of My House

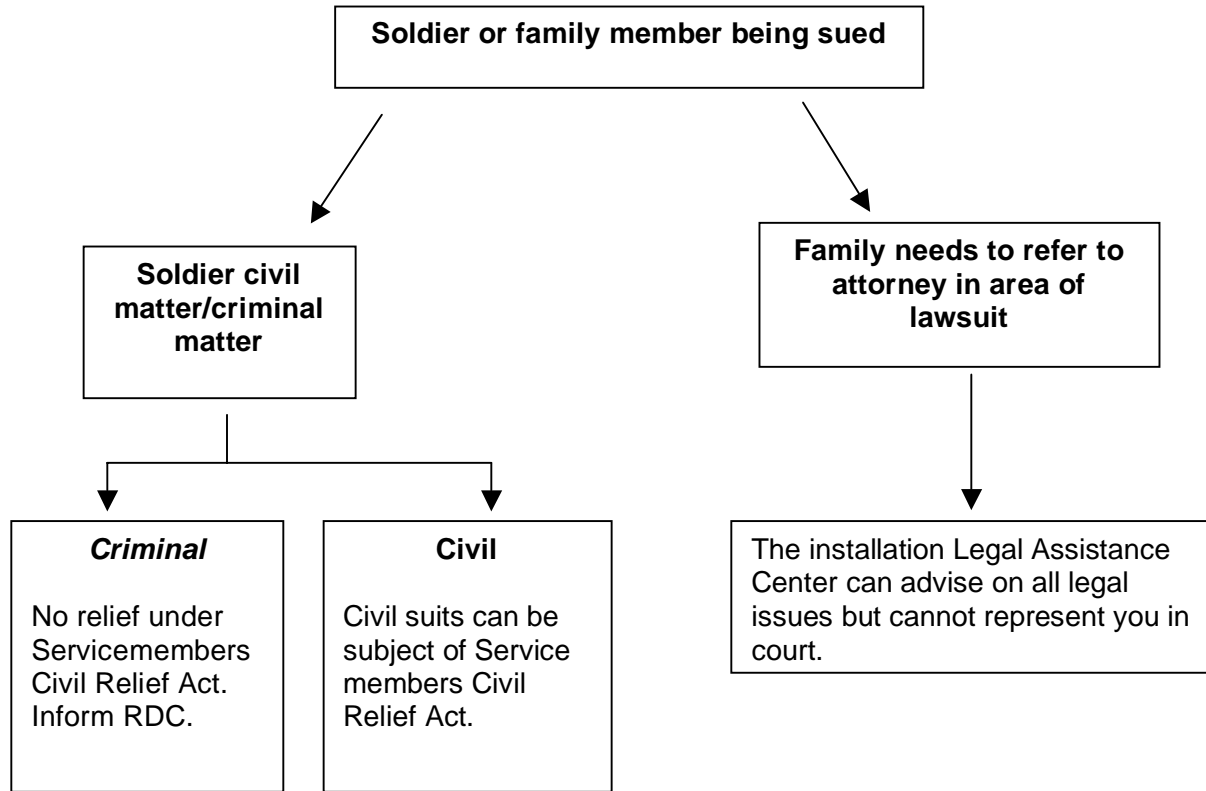


Do I Need a Power of Attorney?



For more information, call the Legal Assistance Center at _____.

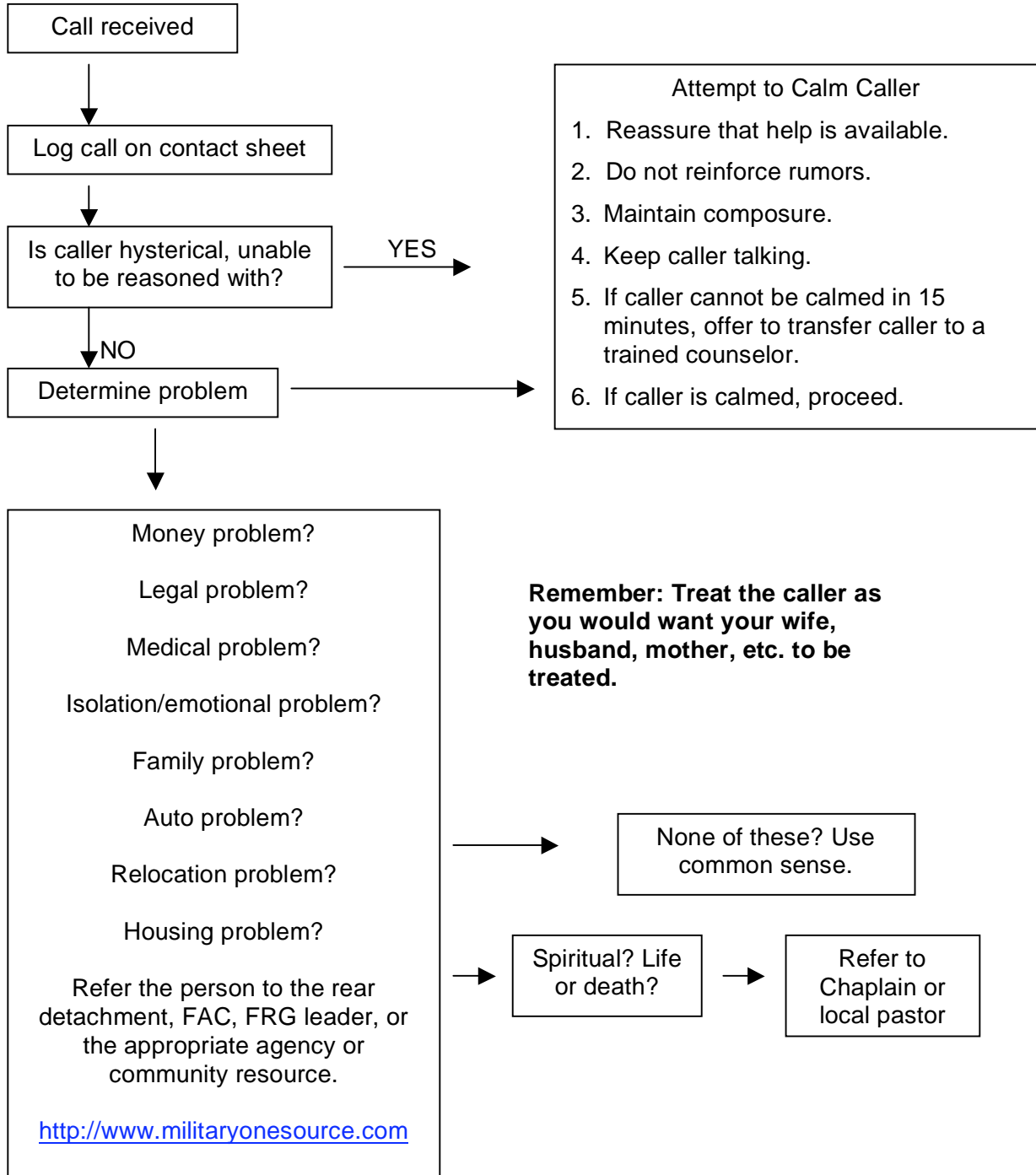
How Can I Get Legal Help?



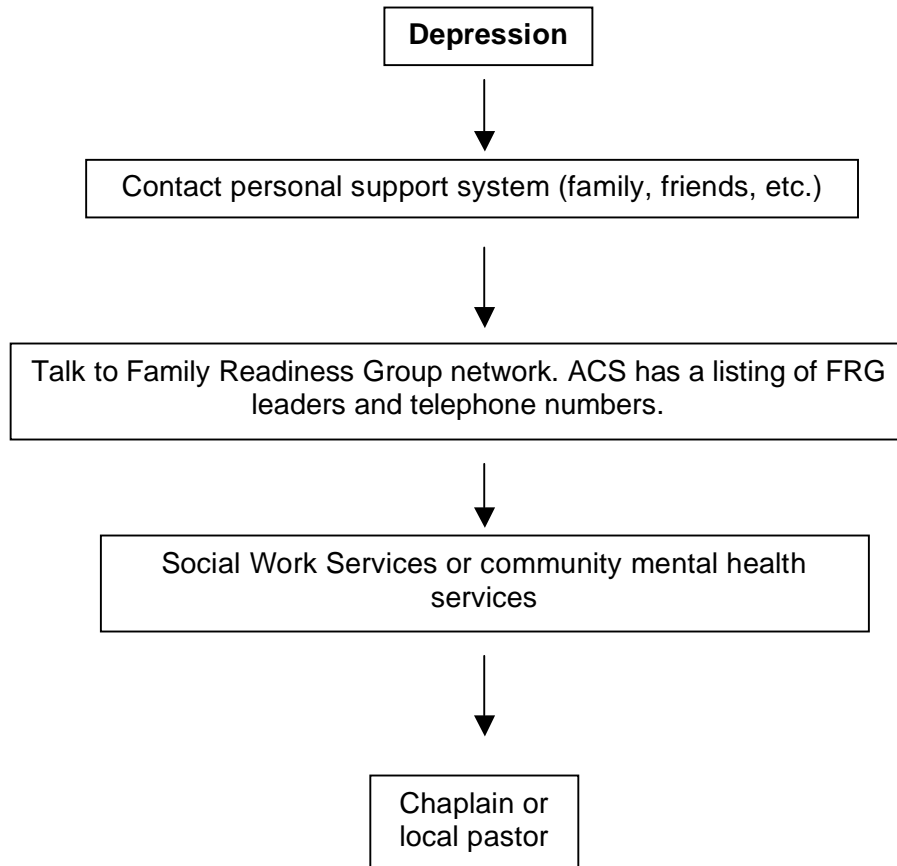
For hours of assistance, call the Legal Assistance Center at _____.

How Can I Help A Distressed Person?

Flow Chart for Helping Distressed

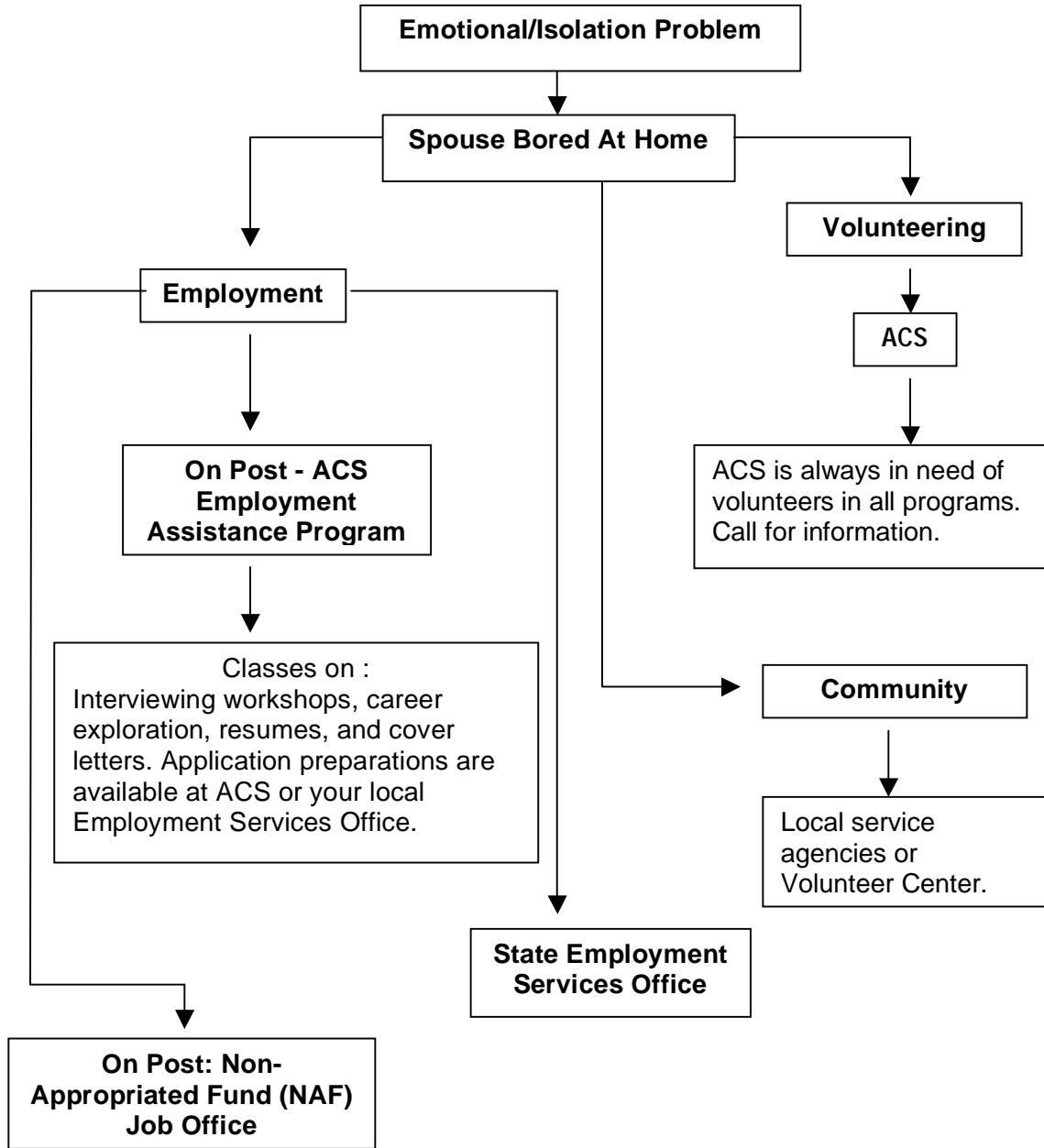


How Can I Help Someone Who is Depressed?



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?

Isolation/Emotional Problems



I have not heard from my spouse.



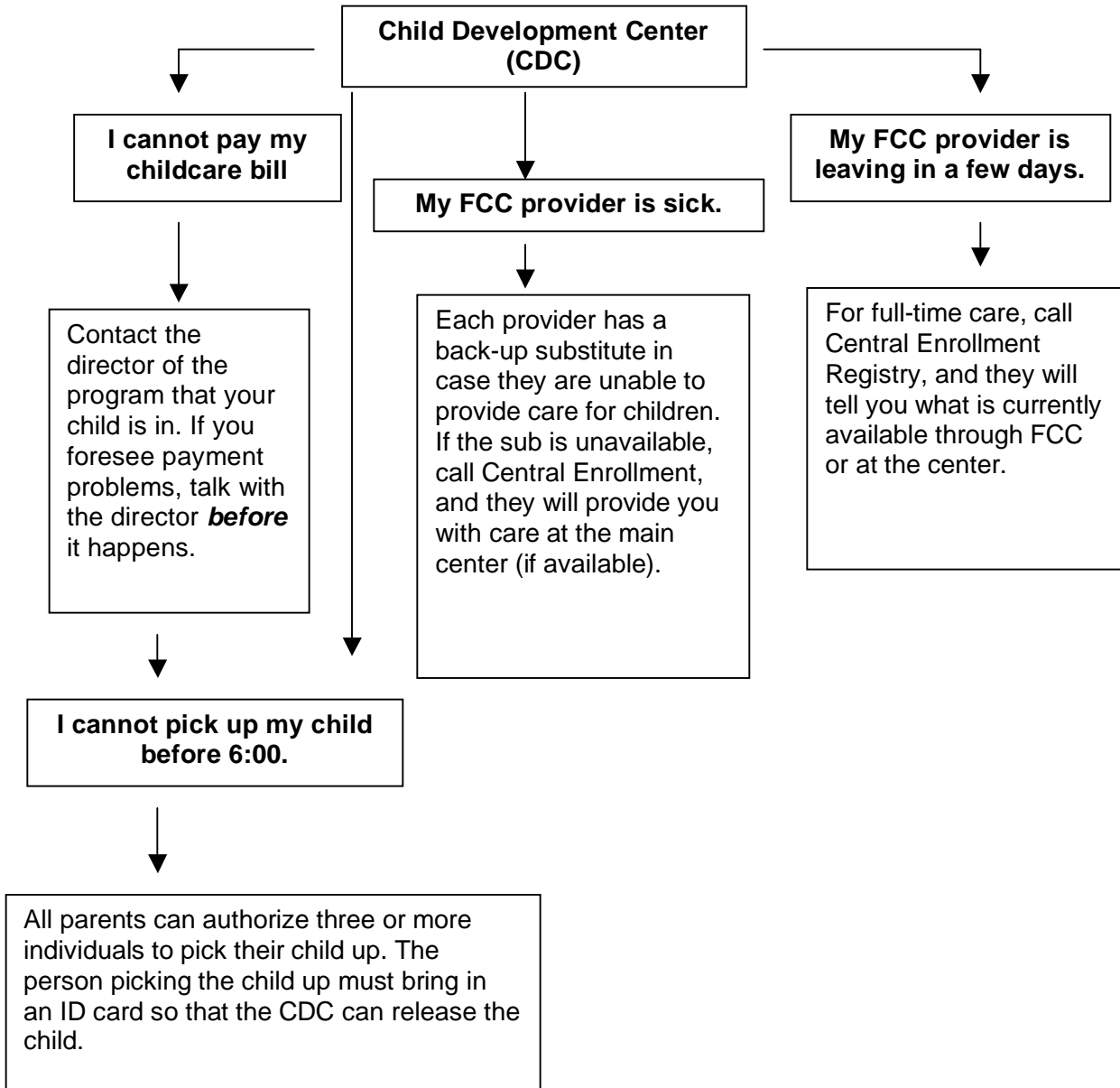
Contact your Rear Detachment Commander. The ACS Mobilization and Deployment Manager has a list of RDC phone numbers. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.

Handy Phone Numbers

Rear Detachment Commander: _____

Rear Detachment Duty Office: _____

How Can I Solve Child Care Problems?



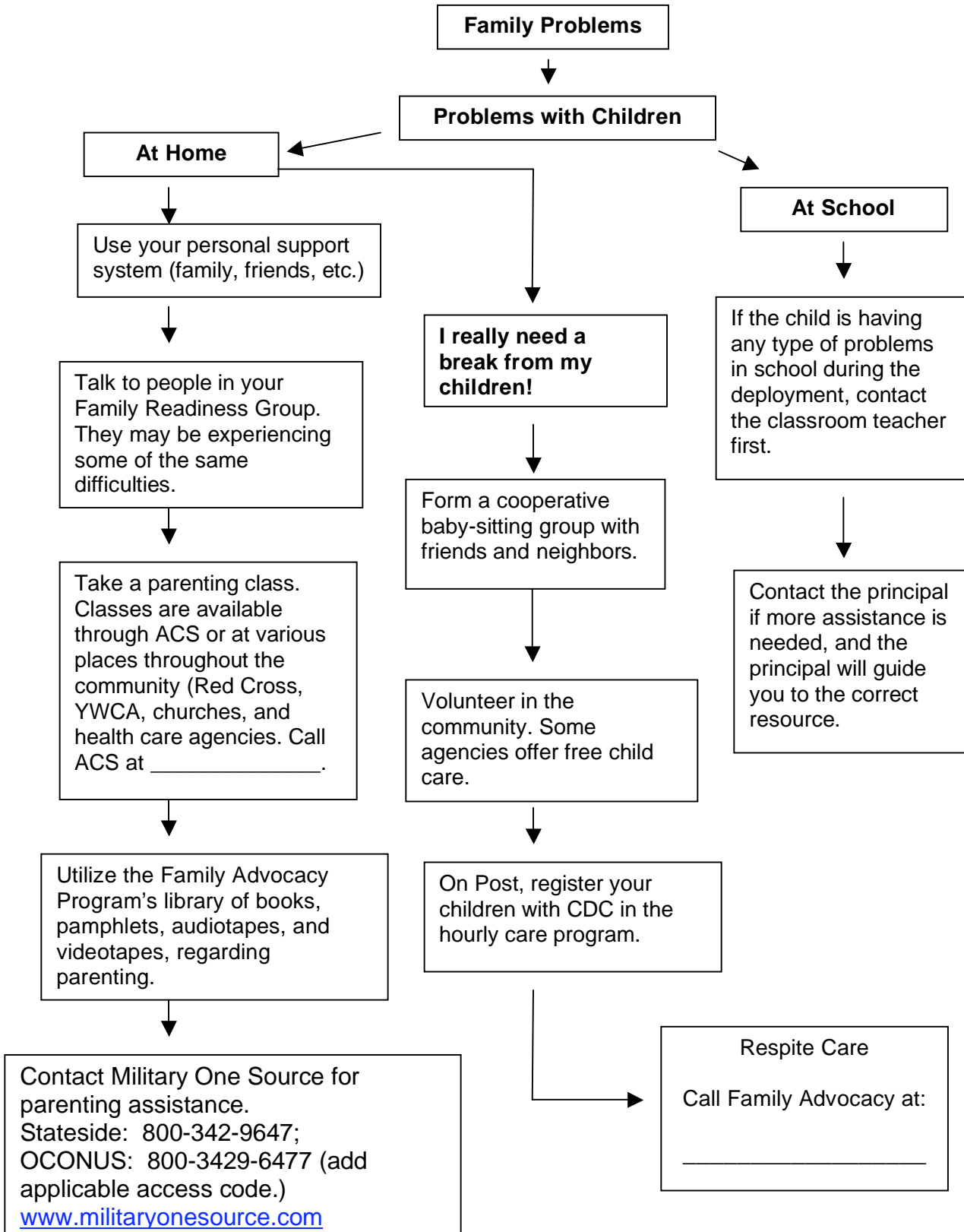
Child Care Important Phone Numbers

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?

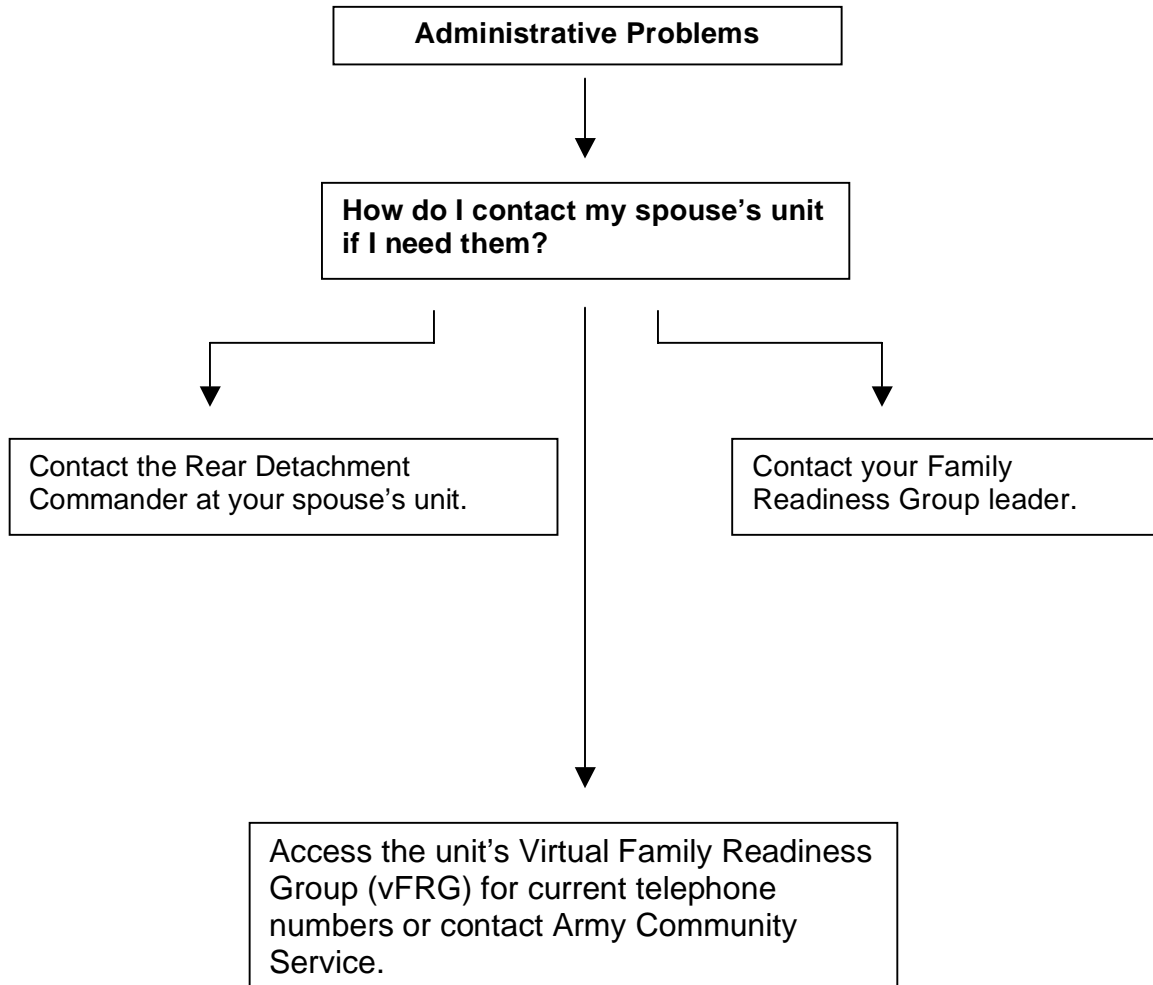
Contact your Rear Detachment Commander. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.



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?





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



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.

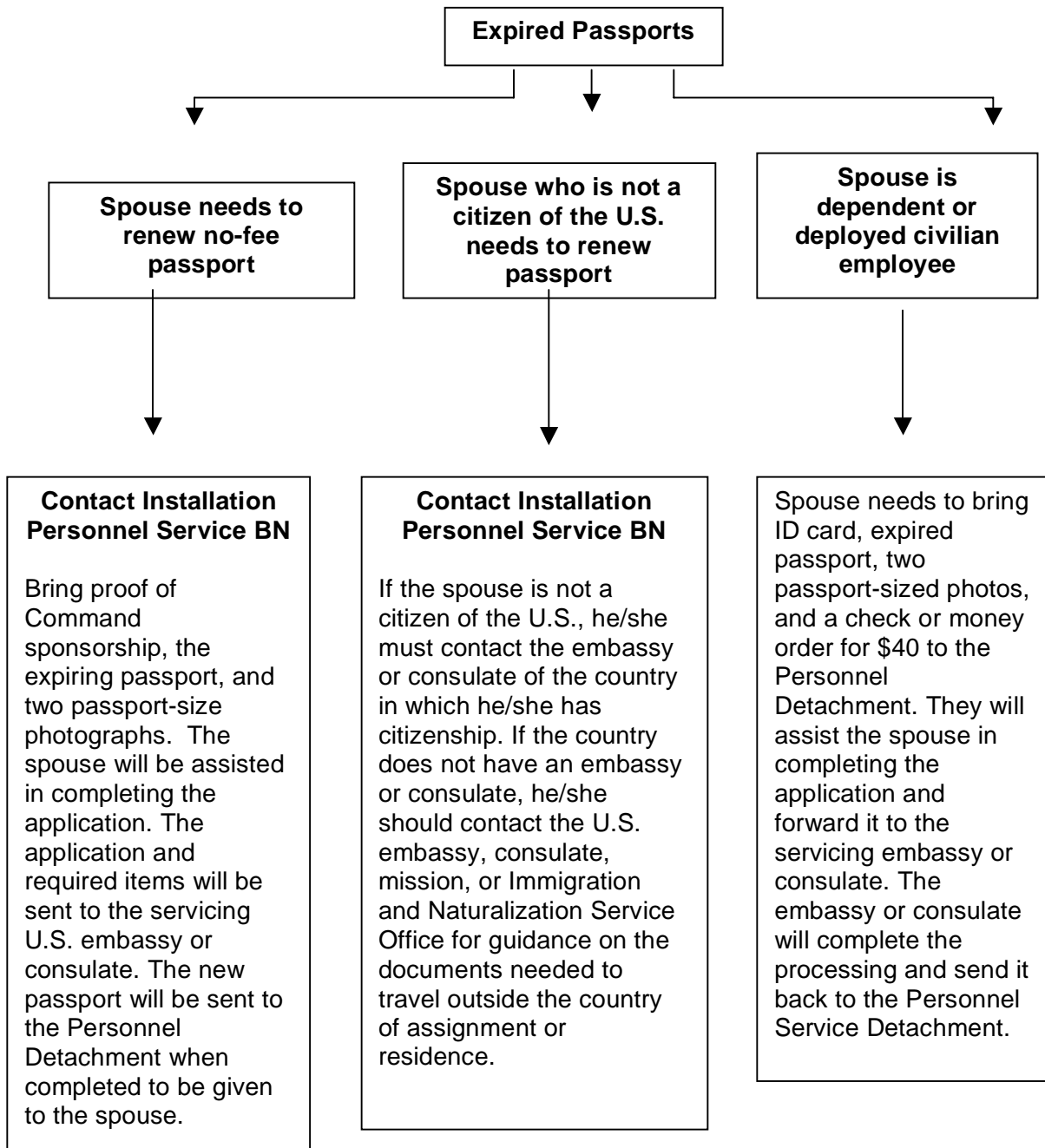


Documents required for the child's birth registration vary according to the citizenship and current and past marital status of the child's natural parents. Standard items are the child's birth certificate and the natural parent's birth certificates or evidence of citizenship. Other items may be a marriage 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.

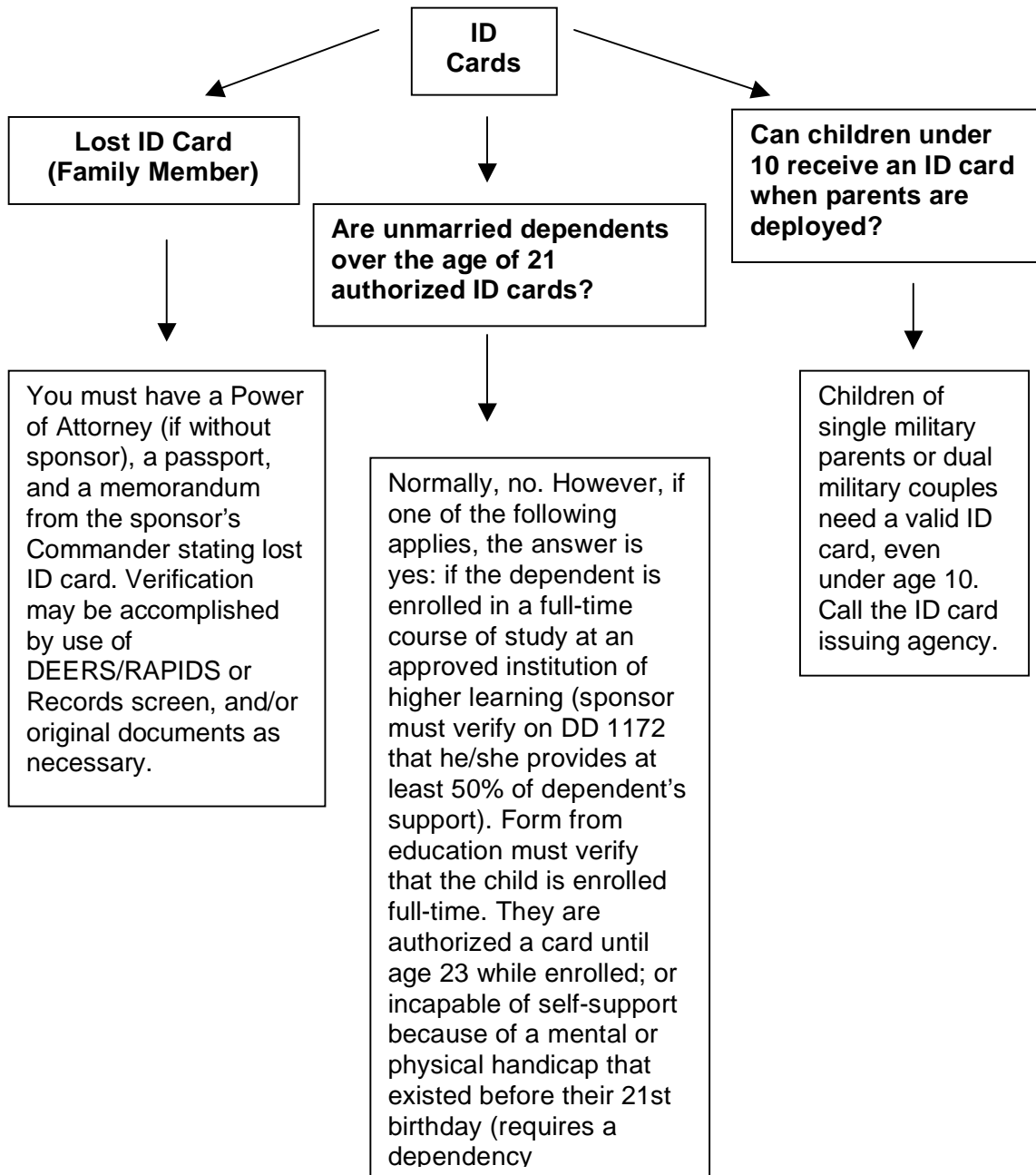


Non-U.S. citizen parents must contact their home country embassy or consulate authorities for guidance on birth registration procedures. If their home country does not have an embassy or consulate or their home country authorities advise that the child is not entitled to citizenship under its laws, they 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).

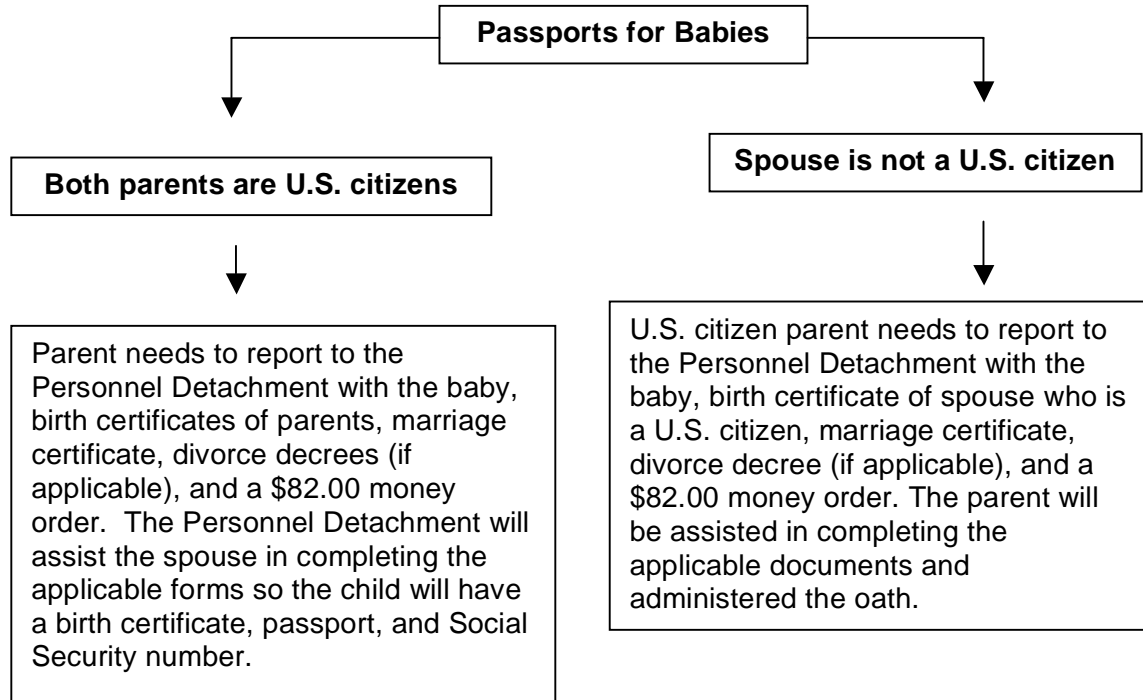
How Do I Get a New Passport?



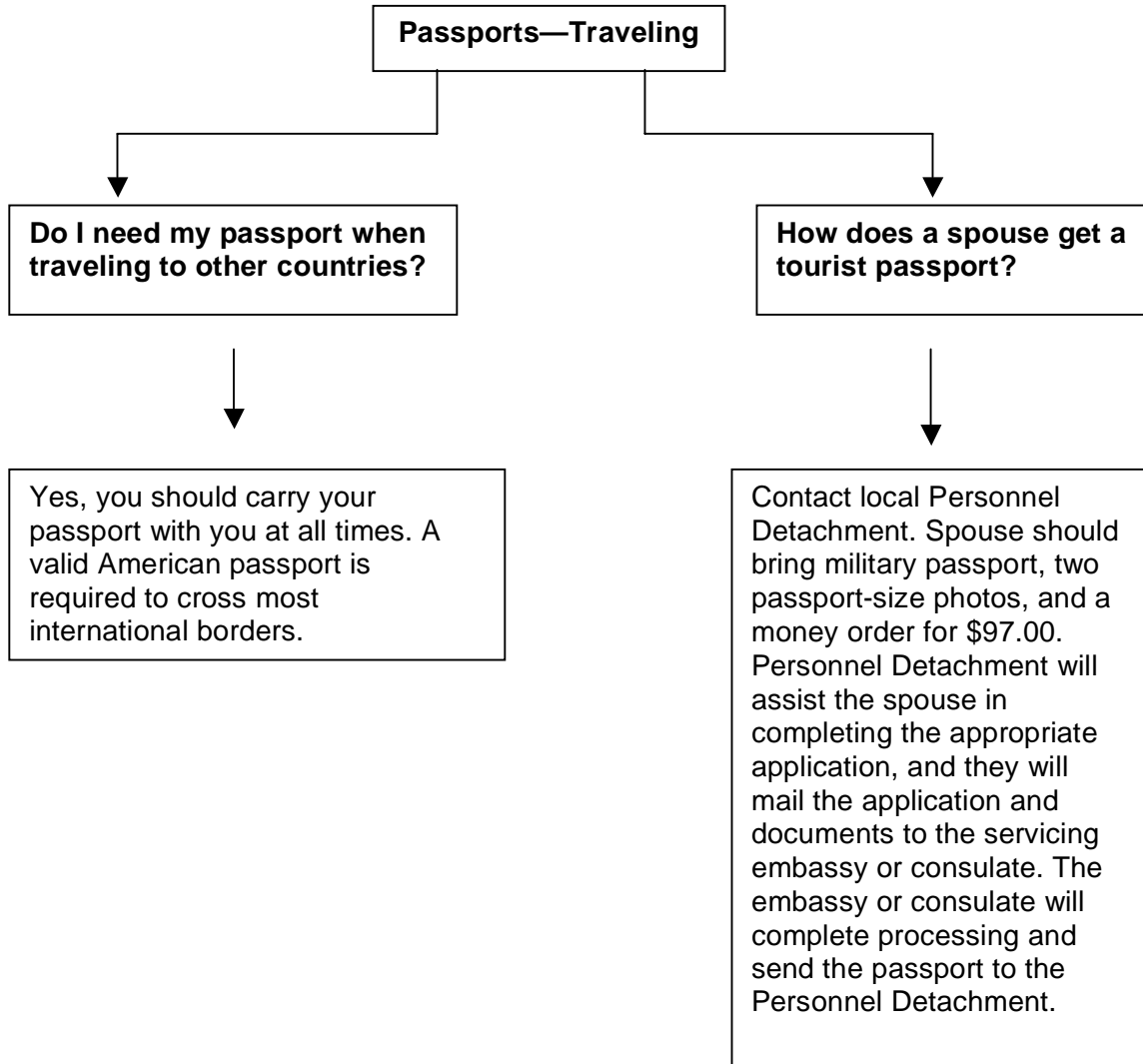
How Can I Get ID Cards for My Family?



How Can I Get a Passport for a Baby?



When Do I Need My Passport?

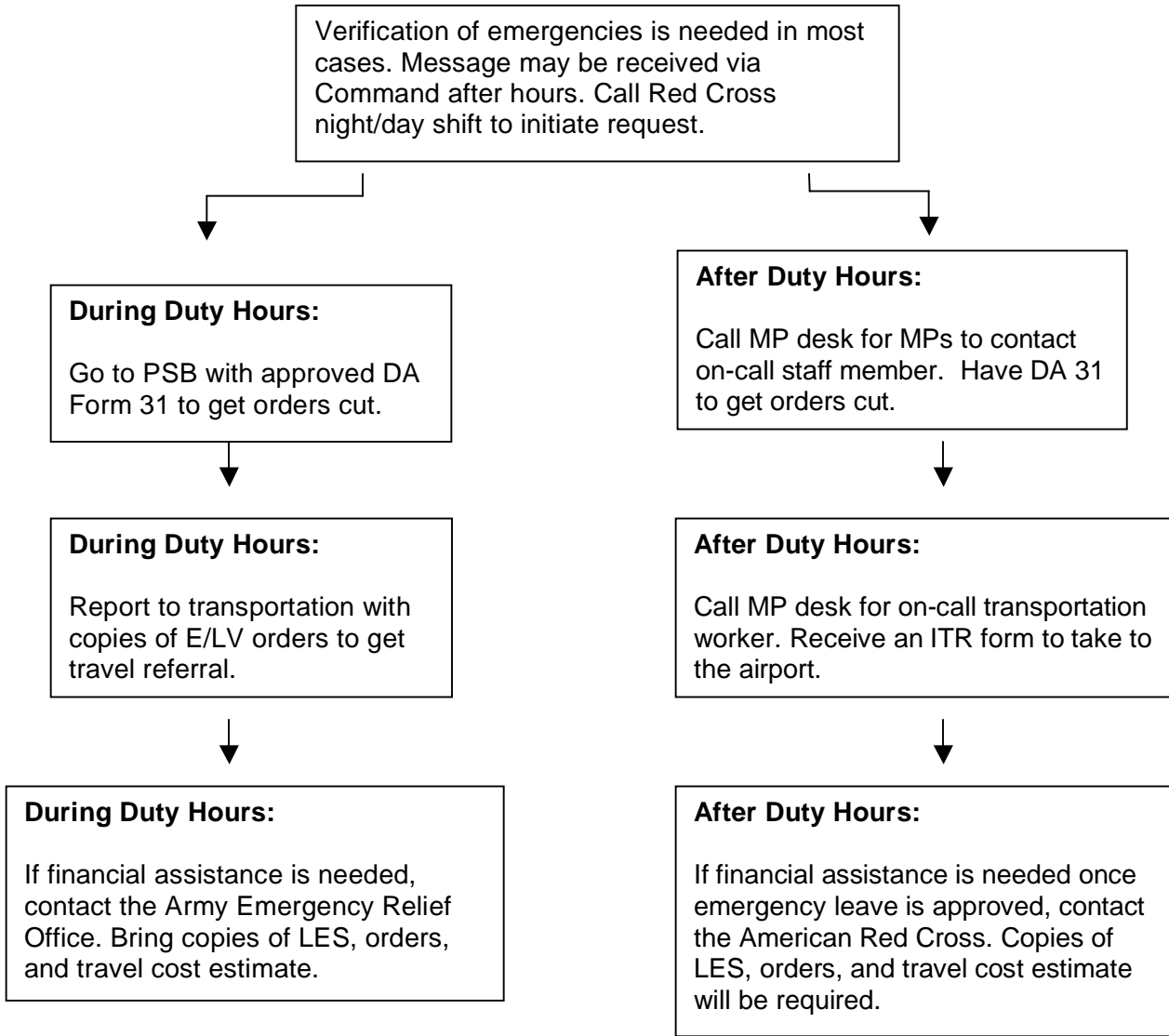


Personnel Support Battalion (PSB) Phone Number:

Closest Consulate Phone Number: _____



How Can I Contact the American Red Cross?



Handy Phone Numbers

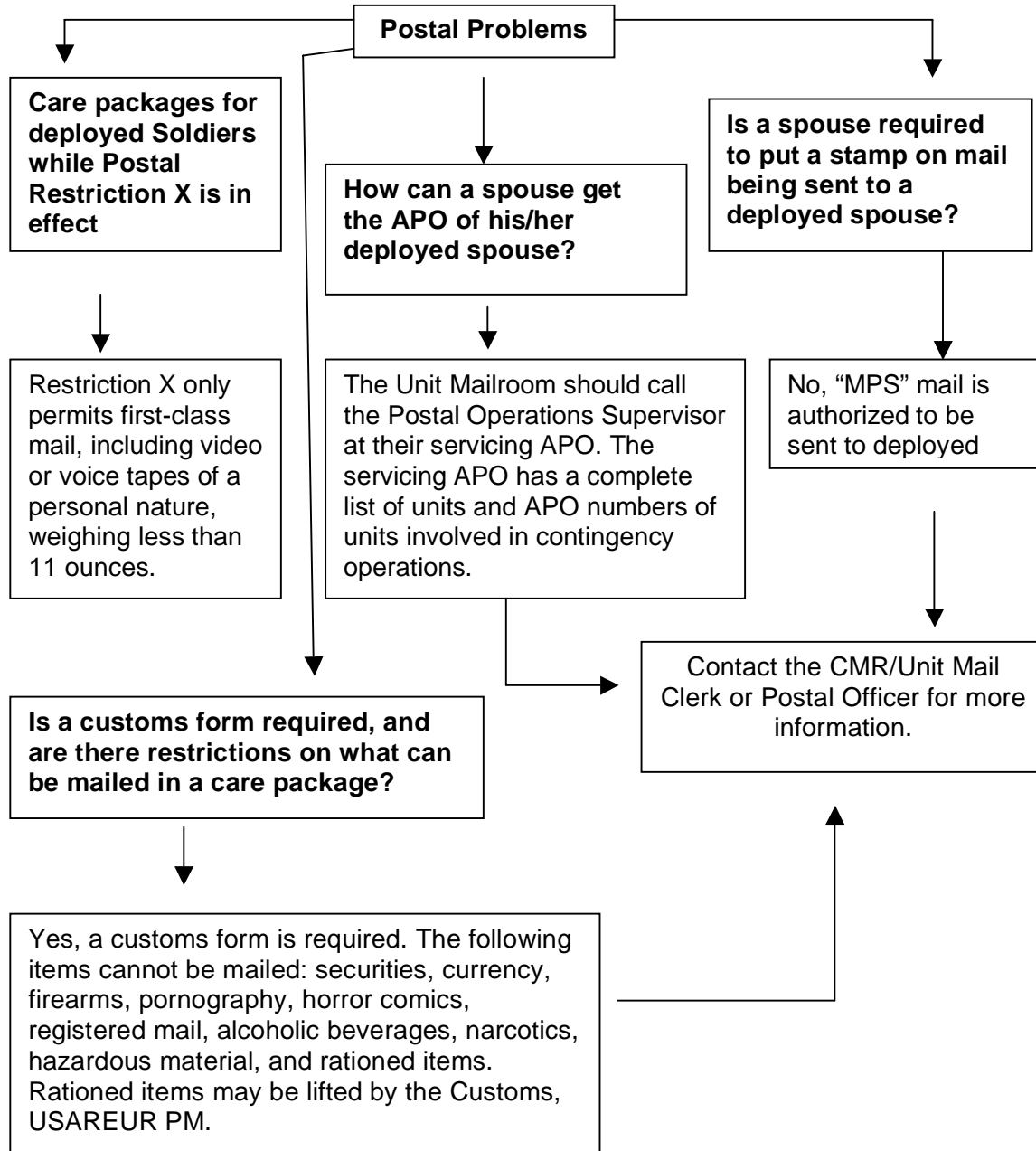
American Red Cross: (duty hours): _____

American Red Cross: (after duty hours): _____

Military Police (non-emergency): _____

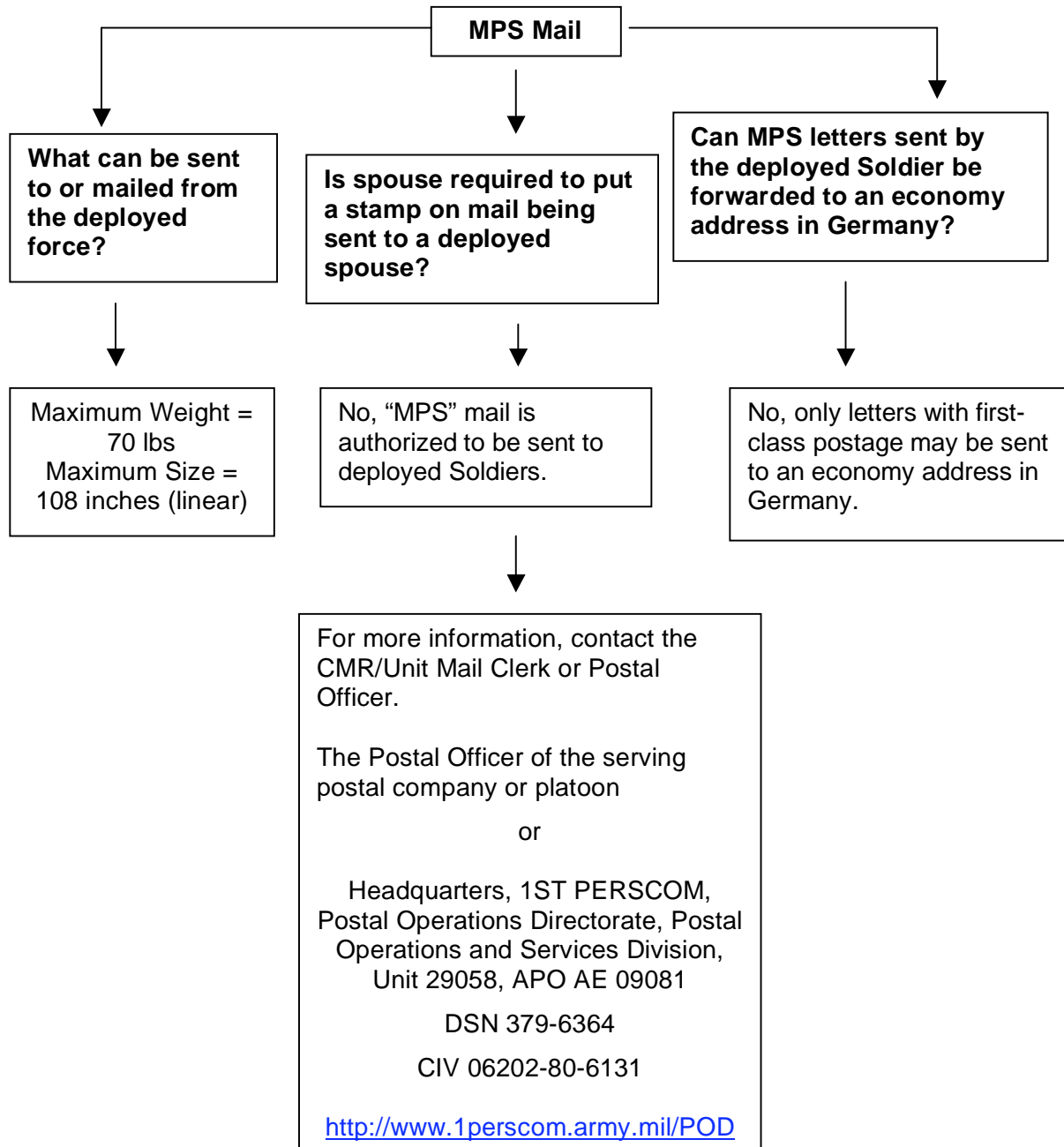
Army Emergency Relief: _____

What Are the Rules about Mailing to My Spouse?

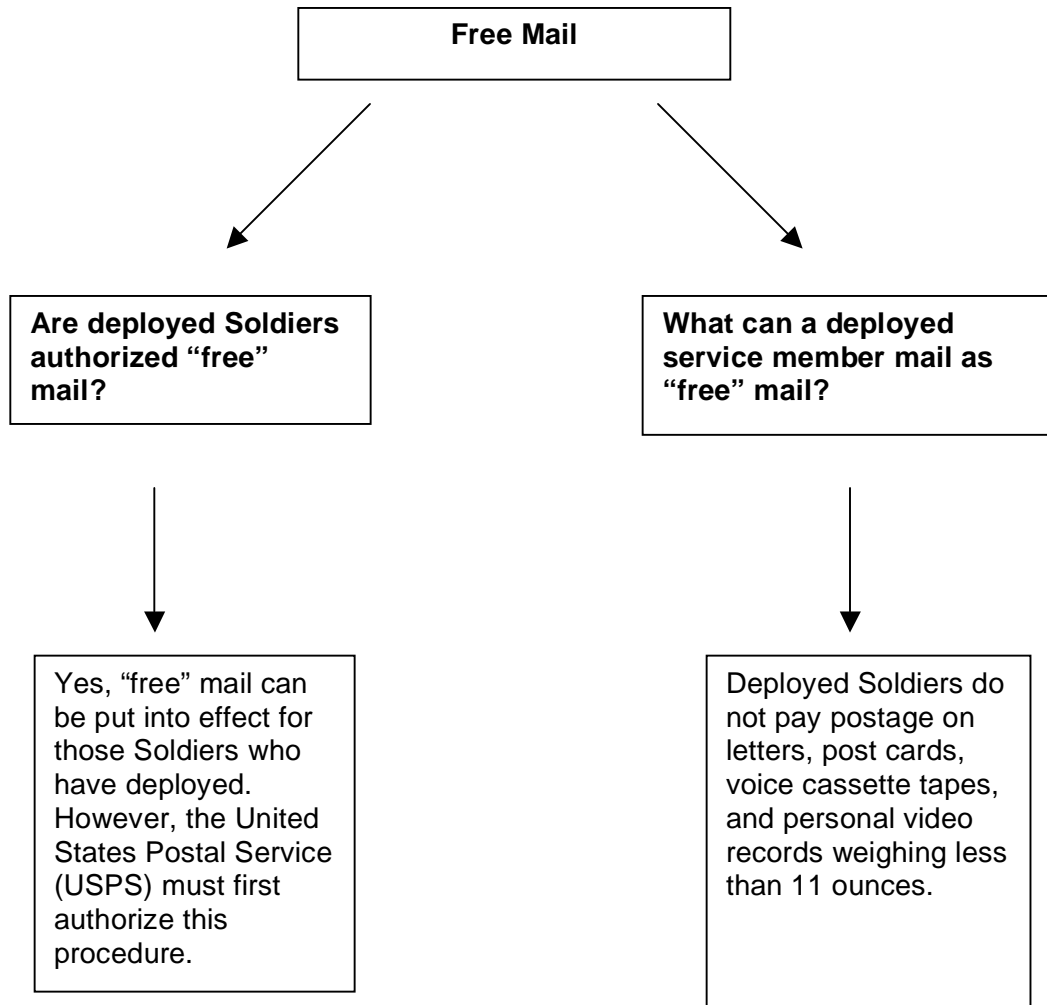


Handy Phone Numbers	
Army Post Office:	_____
Community Mail Room (CMR):	_____
Customs Office:	_____

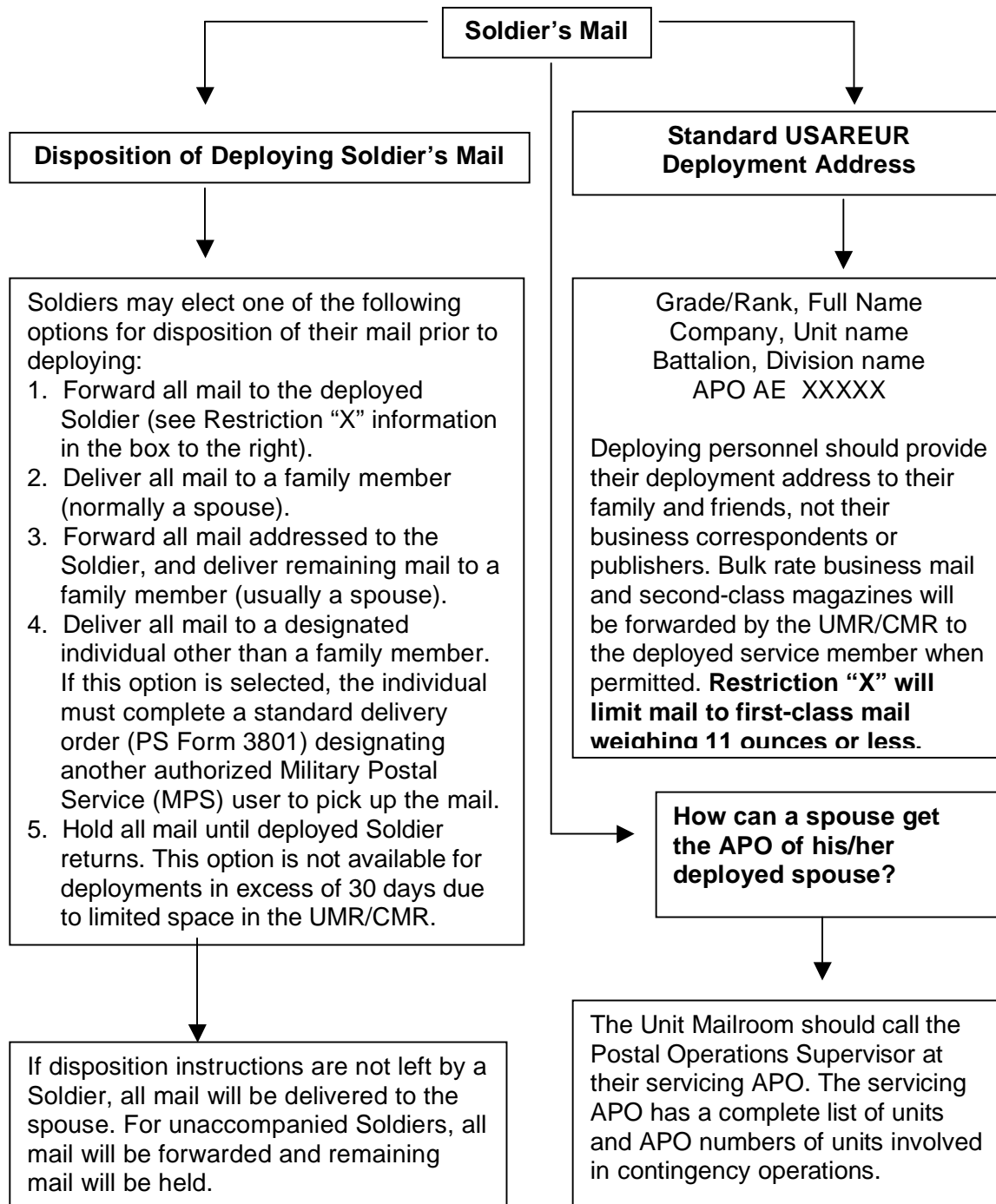
How Can I Use the MPS Mail System Overseas?



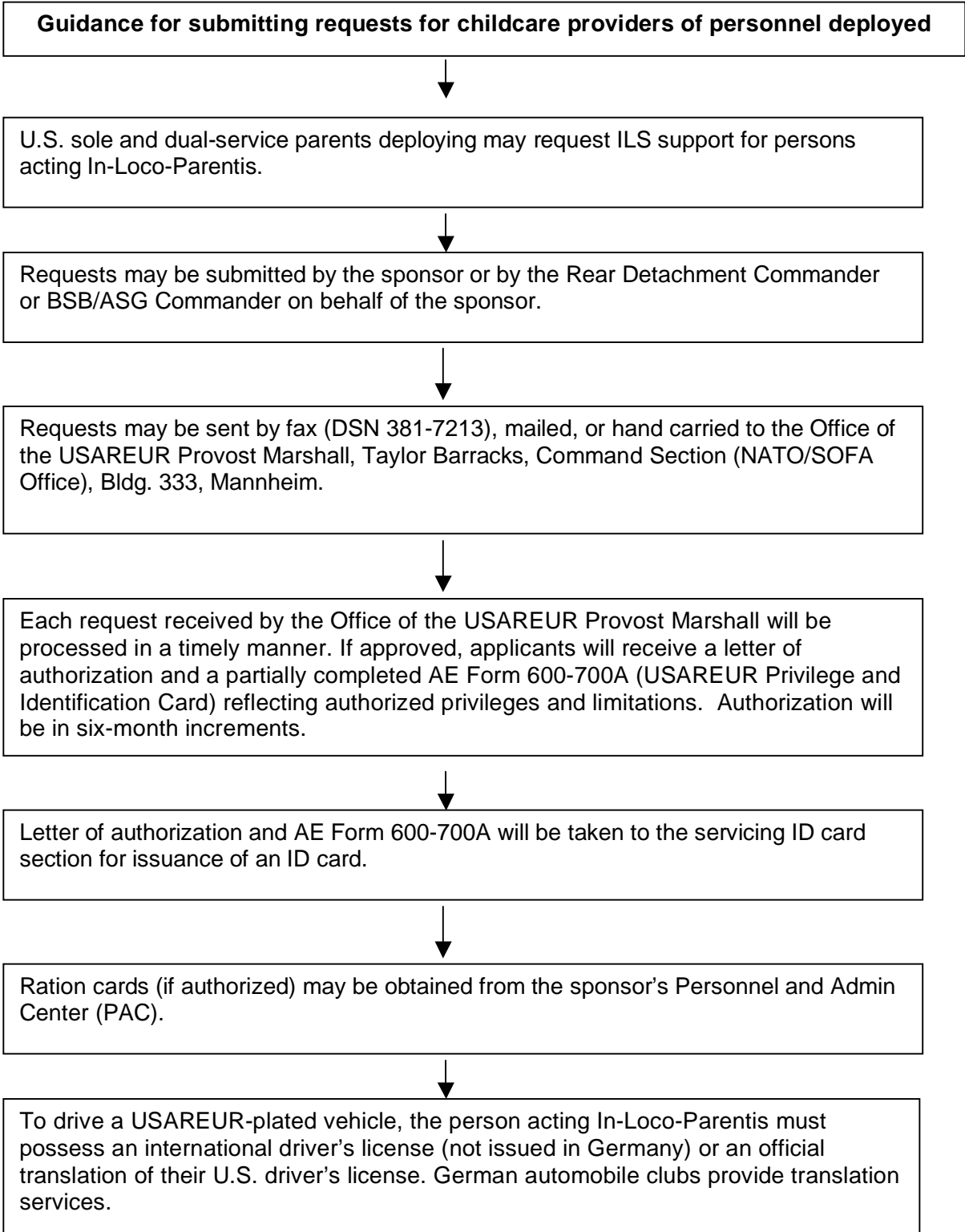
How Can I Use Free Mail?



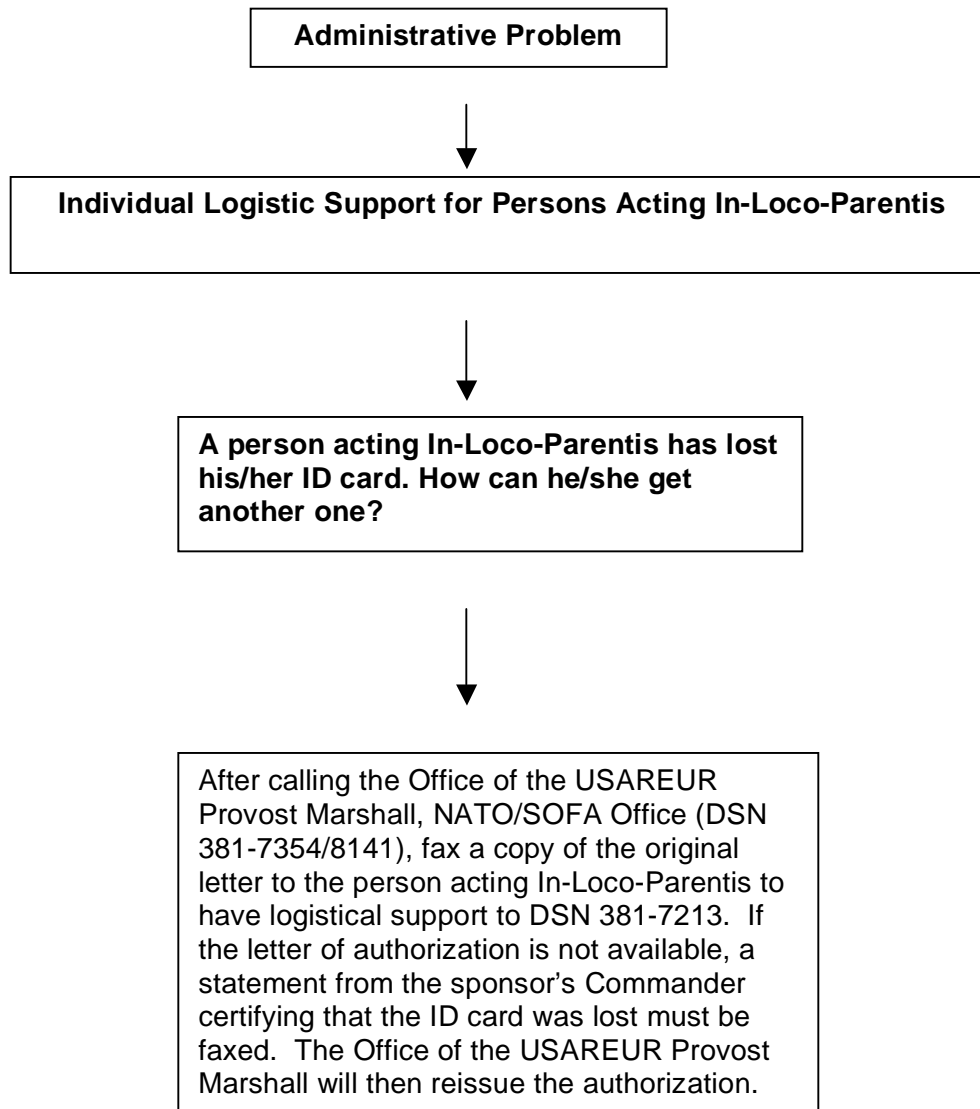
What about the Deploying Soldier's Mail?



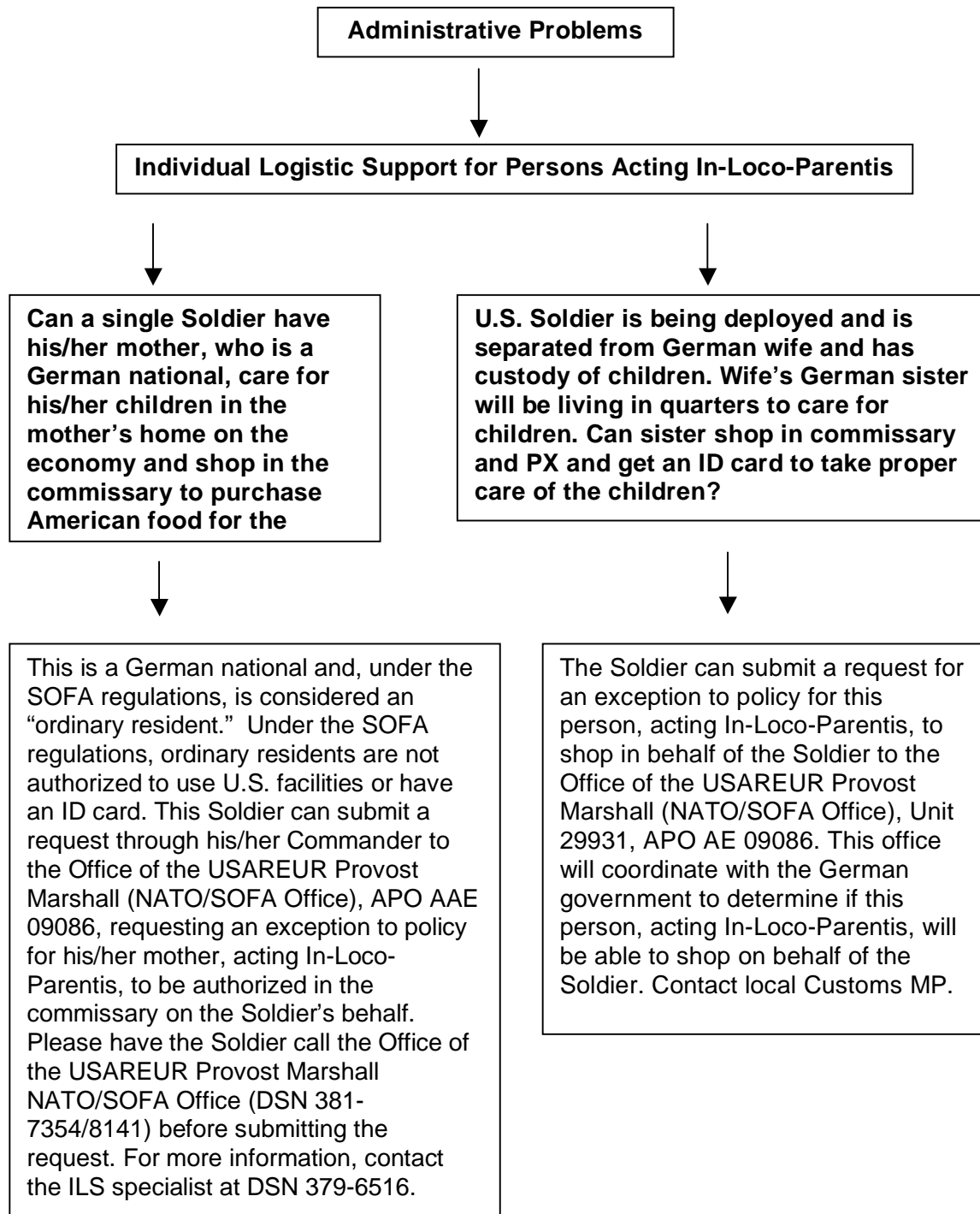
How Can I Get In-Loco-Parentis Status for Someone to Care for My Child?



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



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



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?

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.

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 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?

Lost Driver's License

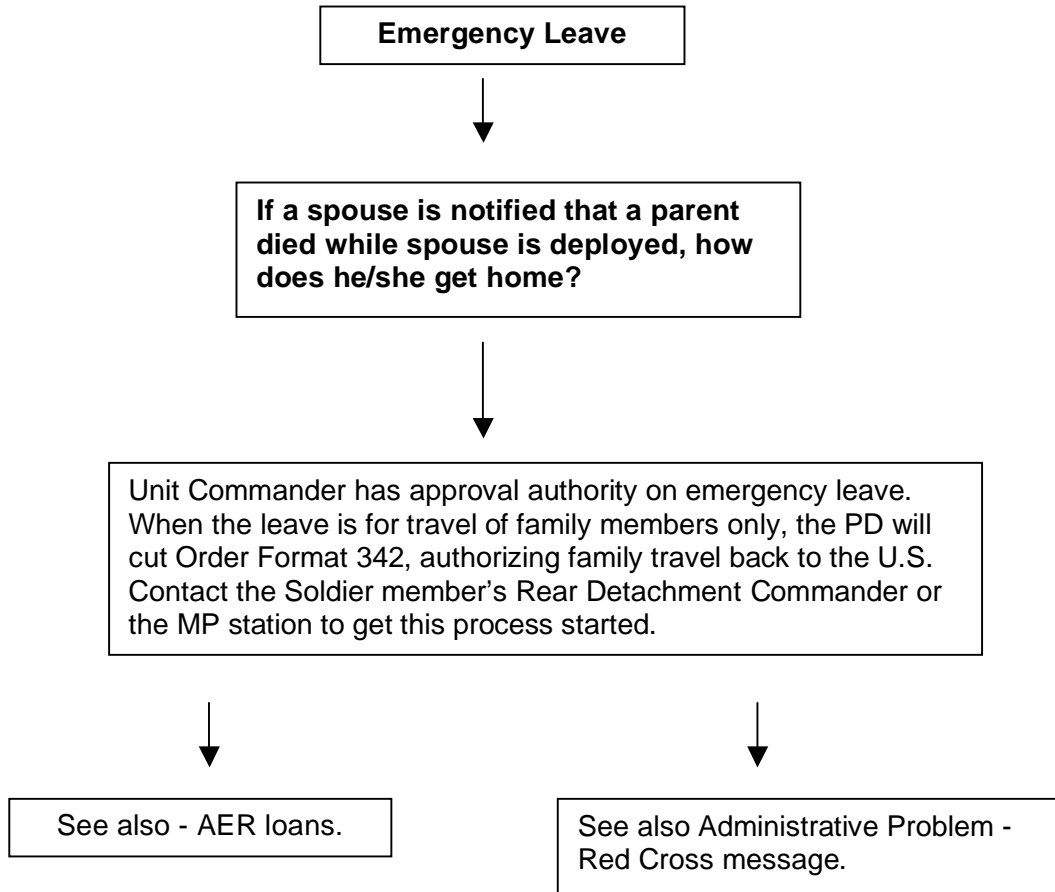


Notify Military Police



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?





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

Isolation/Emotional Problem



I want to go home (from USAREUR).

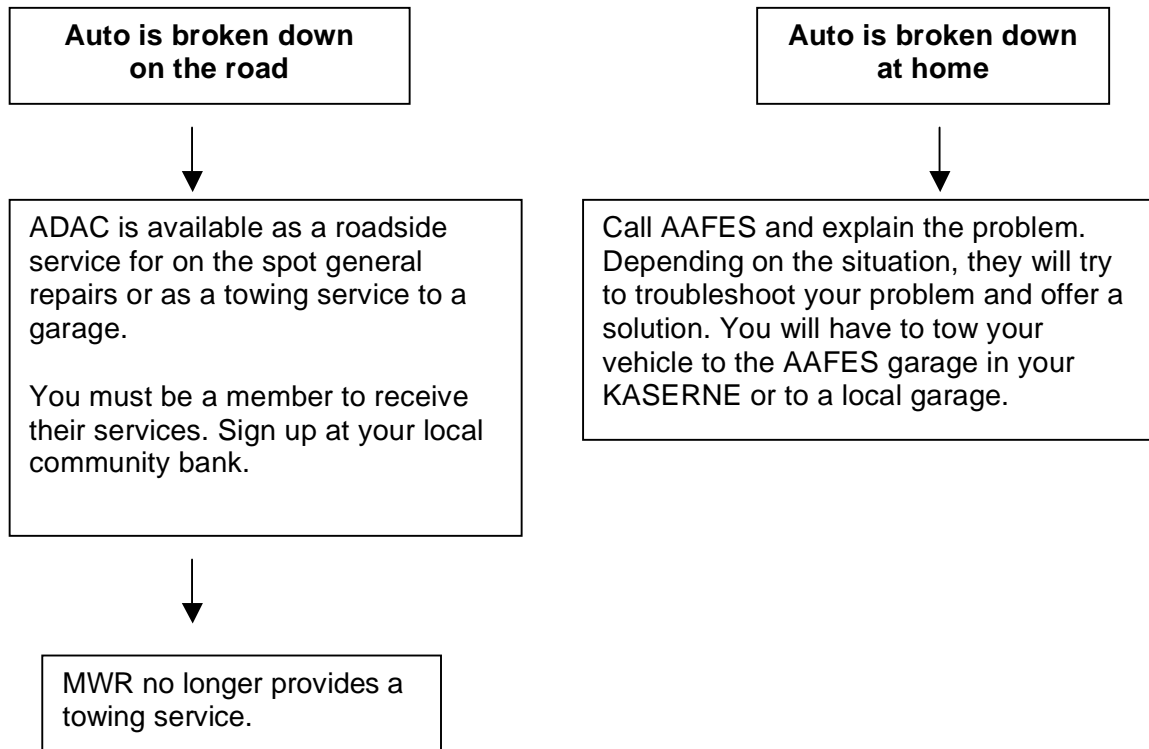


You can leave your quarters during the entire length of deployment as long as you provide a letter to the Rear Detachment stating there is someone taking care of your quarters, in case there is a problem.

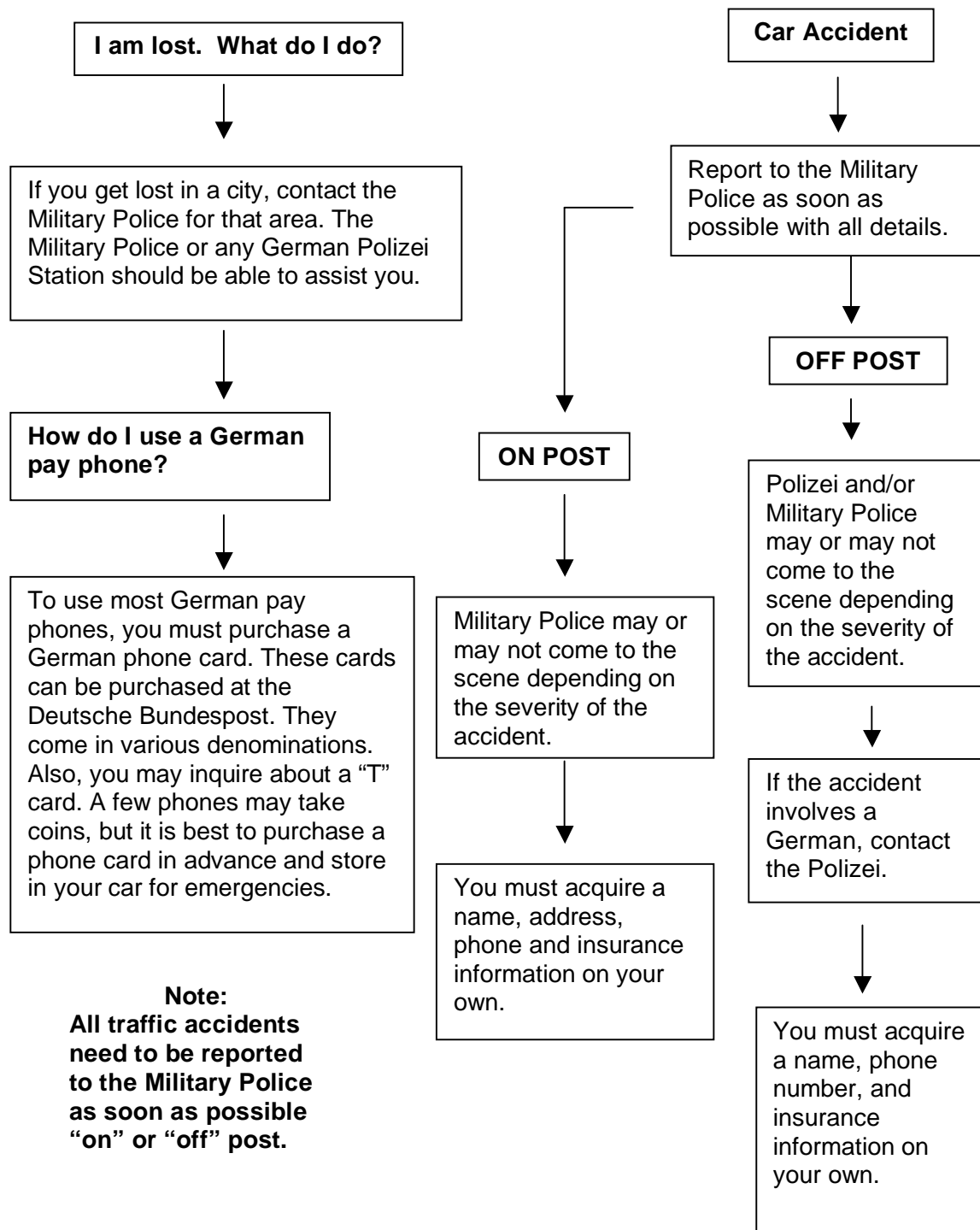


You are allowed to fly AMC (space available) anywhere in the theater or back to the States. You will need a letter from your spouse's Commander stating that you and your family members are Command-sponsored.

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



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).

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.