




If you are a 1st term (Fort Jackson is your 1st duty station after completing ALT or OBC), you MUST call, (803) 751-5256, to make an appointment; do not complete this briefing online. Thank you.

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INTRODUCTION

- Provide information on making a successful relocation or transition to your new duty assignment
- Be knowledgeable of factors pertinent to living at your new duty assignment
- Move with as little stress as possible

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PCSing can be stressful even when you are just moving to a new installation within your current State.

Moving can increase the amount of stress you are under during a PCS exponentially! This brief is designed to ensure you are knowledgeable about the process and prepared for the tough move ahead.

By empowering you with this knowledge we hope to give you the tools to foresee problems during your PCS before they happen and ease the stress you and your Family are under during this process.

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AGENDA

- Preparing for Your Move
- Developing a Plan of Action
- Managing Your Moving Days
- Making It A Family Affair

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There are four very important phases of your PCS move:

- The 1st phase is preparing for your move
- The 2nd phase is developing a plan of action
- The 3rd phase is managing your moving days
- And the 4th phase is making it a family affair


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AS SOON AS ORDERS ARE RECEIVED:

Meet with ACS RAP Manager


- Contact Transportation Office
- Housing (Sell/Rent/Options)
- Request Sponsor
- Secure Temporary Lodging
- Find out about Schools



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The reassignment section sent you your reassignment notification instructing you on what you need to do to in regards to your PCS order. If you have not read the email, I suggest that you go back and read it so that you have all the information you need.


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Relocation Assistance Program Services


Welcome Packets ACS

- Military Installations Website (<https://installations.militaryonesource.mil/>)
- Plan My Move (<https://planmymove.militaryonesource.mil/>)




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- You can access an electronic welcome packet through the url or the QR Code.
- By accessing the QR code or URL to the Plan My Move website will get you a customized checklist tailored to the unique needs that you or your family may have. If you encounter any problems, call 751-5256.

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Relocation Assistance Program Services

- Lending Closet


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The Lending closet is another service provided by ACS. If you are leaving **WITHOUT** your household goods? You can shop at the ACS **LENDING CLOSET** for temporary loan of basic household items. The lending closet has a variety of household goods that can be checked out. Some of these items are pots, brooms, mops, Microwaves, baby items, and more. You will need a copy of your orders. Give us a call to make an appointment 751-5256. We will have your items ready for you to pickup when you arrive. Everything can be done via phone/email.

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Relocation Assistance Program Services

- Customized Counseling

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If you are a 1st term Soldier (Fort Jackson is your 1st duty station after completion AIT or OBC) you are required to receive 1-on-1 relocation assistance counseling by calling 751-5256. Relocation assistance counseling is provided on an individual basis to outbound transferees. It's primary focus will be on pre-departure counseling and relocation planning. Personnel preparing for their first permanent change of station (PCS) move are the targeted audience.

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Hearts Apart Program

- For FM who will be separated from their Soldier due to deployment or an unaccompanied tour.

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For FM who will be separated from their Soldier due to deployment or an unaccompanied tour, the Hearts Apart (HA) Program was established to provide support services to families residing on post or in the surrounding community who are living separately from the military/civilian sponsor because of mission requirements.

With consent, Families relocating away from Fort Jackson (FJ) will receive HA services from the closest installation identified by the service member.

For those families who are staying in Columbia, every effort will be made, and documented, to inform the family of the services available in this area.

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Hearts Apart Program (Cont'd)

- Things to consider before departing:
 - Special Needs (EFMP)
 - Financial Support
 - Transportation
 - Family Document Checklist

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Some things to consider before departing:

- Special Needs – Do you have an Exceptional Family Member; are they enrolled in the Exceptional Family Member Program?
- Financial Support – Have you made arrangements to provide financial support to your spouse/children through allotment or some other means.
- Transportation – Does your spouse or children guardian drive? If not, will that be a problem, and what kind of arrangements have you made?
- Family Document Checklist – You want to ensure your Family members have the following documents. Updated ID Cards; Power of Attorney. If you're Single Parent, Dual Military or Pregnant Soldier, do you have a Family Care Plan. Does the Family care provider have the installation access letter? You can contact SJA if you have questions about Power of Attorney.

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TRANSPORTATION

Shipping Personal Property

- Transportation Office, Strom Thurmond Bldg., Room 104, 751-5137 or 751-5138

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Arrangements for moving personal property are held at the Transportation Office located in the Thurmond Building (5450) Room 104.

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 **HOUSING**

- Selling/Renting Your Home
- Housing Options
- Military Installations Website
<https://installations.militaryonesource.mil/>



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If you own your home and would like to sell or rent, contact the Housing Office, located at 4514 Stuart Ave (close to Caldwell Dental Clinic).

You can also contact the Housing Office to discuss your housing options at your new installation. Information can also be found on the website by going to the URL or accessing the AR code above.

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REQUEST A SPONSOR

- Mandatory to request a Sponsor (E1-E6; WO1-W03; O1-O3)
- You should fill out a sponsor request form DA5434 during reassignment interview

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IAW Fragmentary Order 02 to Operations Order 12-065 dtd 251855Z Jul 12, it is now mandatory for Soldiers (E1-E6; WO1-W03; O1-O3) to request a sponsor (not an option anymore).

- You should have already fill out a sponsor request (DA5434). Guidance was provided to you via your “Reassignment Notification” email from DHR.
- Your unit will assign you a sponsor and you will be emailed the sponsor information. If you do not receive a sponsor, you should contact Mr. Williams, Fort Jackson Sponsorship Liaison, at (803) 751-5578 for assistance.

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WHAT CAN A SPONSOR DO FOR YOU?

- Sponsors can be your main point of contact for information on the unit, housing, cost of living, areas of interest, etc...

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A sponsor can/will:

- Write you a “Welcome Letter”.
- Make your transfer as easy as possible
- Research and answer questions about your new job and the surrounding community
- Handle relocation arrangements, depending on where you’re assigned and how much your sponsor is willing to do. Ask.
- Assist you with in-processing the unit and installation.
- Orient you to the unit or activity and the community.
- If nothing else, make sure you attend the Post Newcomer Orientation so that you will know what your installation has to offer. Mandatory attendance at most installation.

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WHAT CAN A SPONSOR DO FOR YOU? (Cont'd)

- Sponsors can be your main point of contact for information on the unit, housing, cost of living, areas of interest, etc...
- Youth Sponsorship Program & Spouse Sponsorship Program may be available at your new installation

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A sponsor can/will (Cont'd):

- Make your sponsor aware of important issues or any unique needs you may have, i.e., get married enroute.
- Ask your sponsor about housing options, schools, shopping, the community, activities, etc. Consider your sponsor your 1st new friend at the installation.
- If you are married and have children, ask about spouse sponsorship and youth sponsorship programs at your new duty station.

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Temporary Lodging Schools

- Military Installation Website (<https://installations.militaryonesource.mil/>)
- School Liaison Officer

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Temporary Lodging: As soon as you get your orders, you should make temporary lodging arrangement. Your sponsor can assist you with this.


Schools: If you have specific questions about schools at your new installation, contact the School Liaison Officer (SLO), 751-6150, or you can ask your Sponsor. The schools are DoD. Some students may have to be bused depending upon assignment



Vet Office: Check with the Vet Office to find out what paperwork you will need for shipping your pets; what shots are needed; is there a quarantine period, etc.


More information is also provided in the Military Installation booklet for your new duty station.

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*"Setting a goal is not the main thing, it is deciding how you will go about achieving it and staying with that plan."
-Tom Landry*

Step Two

 ***Develop a Plan of Action***

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You should develop a plan of action for how to make a smooth move.

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THREE MONTHS BEFORE YOU MOVE

- Notify housing or property managers
- Contact TRICARE HBA
- Begin tracking moving expenses
- Evaluate your inventory
- Organize records
- Confirm travel for pets




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Contact the housing service office for assistance or property management office to find out what you will need to do to prepare for vacating your unit.

- Contact TRICARE Benefit Office prior to leaving to ensure you understand what needs to be done once arriving to your new installation to access care. This is a very important step because you don't want to wait until you have an emergency to find out that you're not enroll (can be very stressful).
- Use a camera or camcorder to evaluate your inventory. This is an excellent tool to prove the condition of your furniture and other important items.
- Document medication, refills, etc.

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FOUR TO EIGHT WEEKS BEFORE YOU MOVE

- Inform utility companies
- Obtain Change of Address Cards from Post Office
- Check expiration date on ID cards
- Notify schools

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This is the time to contact your utility company. If you had to put down a deposit, find out how much and when you can expect to receive it.



- Obtain a change of address card from the post office. Ask your sponsor about your unit's policy on receiving personal mail. If you have credit cards, you may want to stop receiving your statements in the mail and just have them emailed to you until your secure permanent housing.
- Make sure your/Family ID cards are not about to expire.
- Let the school official know when you will take your child or children out of school. The School Liaison Office, 751-6150, can assist you with this if you have any questions

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ONE TO TWO WEEKS BEFORE YOU MOVE

- Arrange for childcare on packing day
- Review game plan for arrival at new location




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It is very important your children and pet(s) are not on site the day the packers come to pick up your household goods. If you have little kids, make sure you will have someone to watch your child on the day the movers will arrive. It will be hectic and you'll want to make sure you can give the movers your undivided attention.


When you're deciding how much furniture (stuff) to take with you, check out the floor plan of where you will be living to see if the house/apartment will be large enough to accommodate your goods.

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ONE TO TWO WEEKS BEFORE YOU MOVE (Cont'd)

- Physically separate items not to be packed with household goods
- Check on school records





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If you're not taking everything with you, it will be a good idea to clear out a room and put those items there and tell the movers not to touch that room. This way you won't be taking anything that you don't want to take.


Check on school records (when you get them, they should be hand carried; **DO NOT PACK**).

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*"Adventure
is worthwhile."
-Amelia Earhart*


Step Three

 ***Manage Your Moving Days***

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How to manage your moving day(s)

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BEFORE MOVERS ARRIVE

- Separate items to stay.
- Have your own inventory and proof (pictures, videos, etc.) of valuable items.
- Consider Power-of-Attorney.
- Schedule childcare and pet care.


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- Again be sure you have those items that you don't want to take separated from the ones you will be taking. Be sure you have your hand carried items: 201 File, Medical Records, Dental Records, Birth Certificate (children), Social Security Cards, Leave Form, 15 Copies of PCS Orders, Pet Health Certificate, Current ID Cards, School Records, Child's Individual Education Plan (IEP), Updated Resume (if seeking employment), Transcripts, Power of Attorney, etc.
- Take picture or use your camcorder to document the condition of your valuable items.
- If you will not be able to be home when the movers arrive, make sure your spouse/Family member have a power-of attorney.
- Schedule childcare and pet care if need be.



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Moving Out Day

- Supervise packers
- Verify mover's inventory and condition of belongings
- Don't seal boxes
- Don't pack the garbage!

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It is very important to be ready for the packers to pick up your household goods without any interference.

Remember, the packers are experts, good at their job, and do not need your assistance. They are liable for packing your household goods. Just supervise, watch and stay out the way.

Verify the inventory before you sign it because whatever you sign is what you should get when your household good arrive. Suggestion: you have your own copy of your belongings with serial number, receipts, and pictures if possible for your record

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Moving Out Day

- Don't seal boxes
- Don't pack the garbage!

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If you decide to pack some items yourself, do not seal the boxes. The movers are only responsible for items that they pack and seal.

Ensure they don't pack the garbage! This has happen so make sure you are aware.


Remember, to put all your important papers out of the packers reach.

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ON THE ROAD...

- Important Phone Numbers:
 - Auto Emergency Roadside Assistance Phone Number
 - American Red Cross:
1-877-272-7337
 - Military One Source (1-800-540-4123 or 1-800-540-1233 OCONUS)




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If you're driving make sure you have emergency roadside assistance on your vehicle and make sure you have the number with you.

If you have a financial emergency, call the American Red Cross toll-free number.

Not sure what to do if you have an emergency or have questions and no military installation is close by, you can contact Military One Source. Military One Source is:


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ON THE ROAD...(Cont'd)

- Important Phone Numbers: (Cont'd)
 - Military One Source (1-800-540-4123 or 1-800-540-1233 OCONUS)
 - Numbers for Sponsor and Gaining Command
 - Transportation office number


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Military OneSource (Cont'd)


- Virtual ACS
- Counselors are available to answer any question you may have; big or small
- They speak over 150 languages
- 24/7 availability via 1800 number or website
- Make sure you have your sponsor and gaining command's phone number with you just in case you need to contact the unit.
- You should also have phone number for the Transportation office for the installation with you.

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MOVING IN DAY

- Be at your home before movers arrive
- Direct the placement of items
- Report any damage/loss to Transportation
- File claims within 70 days
- Two years to settle claim




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Make sure you know the date that the movers will be arriving.


- Know where you want your items place. Usually, movers will only move the item one time but if you feed them they make move it two times.
- Report any damage/loss to the transportation.
- Your house goods inventory, your personal inventory, receipts, and pictures can assist you, if you need to file a claim. Keep it handy because you have exactly 70 days to file a claim. Your claim will be denied if you file it on the 71st day.



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"Through Struggle to the Stars"
-Motto of the Mulvany family

Step Four

 *Make it a Family Affair*

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Get the Family involved. Keep everyone busy, occupied; include the entire Family in setting up and reorganizing your new home.

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COMMUNICATE WITH YOUR SPOUSE/FAMILY

- Take a team approach
- Share information
- Recognize differences in coping strategies
- Stay positive
- LISTEN


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- Make it a team approach.
- Share information; your likes, dislikes
- .
- Everybody's coping strategy is different. Children/spouse may not like at first and will need a little time to get adjusted but this is normal.
- Stay positive.
- Listen to your spouse/Family. Their concerns are very important. You can support each other in adjusting to the new area, and changes.



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ADDITIONAL ACS RESOURCES

- Employment Counseling and Assistance
- New Parent Support
- Exceptional Family Member
- Financial Readiness
- Army Emergency Relief

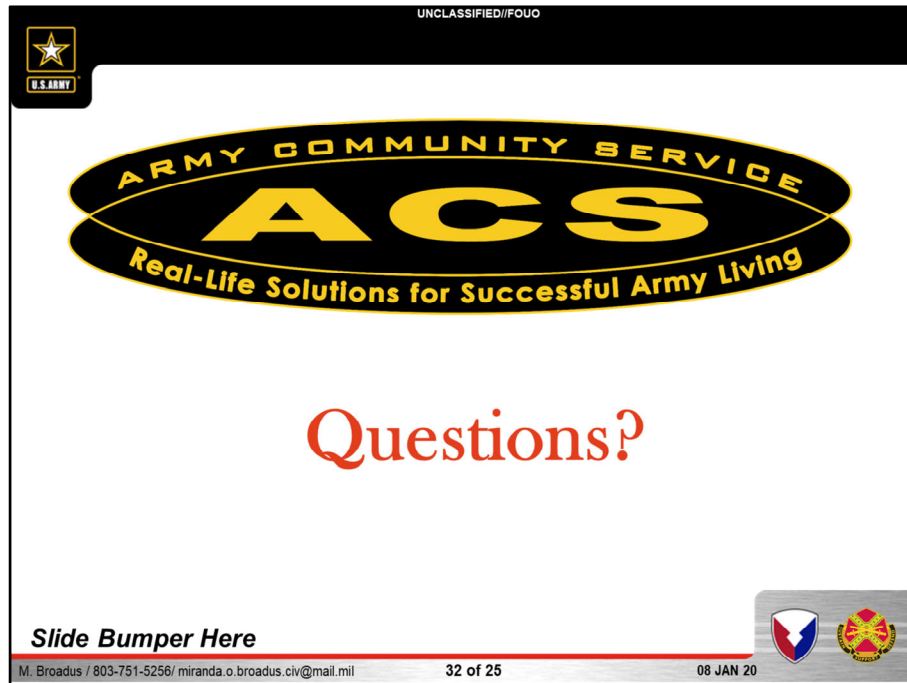
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- If your spouse or FM will be seeking employment at your new duty station, he/she should get in contact with the Employment Readiness Office
- Have a newborn or expecting? Contact the New Parent Support Program
- Have a Family member with special needs, contact the Exceptional Family Member Program.
- Are your financial affairs in order or could use a little tweaking? Contact the Financial Readiness Program.
- Unforeseen emergencies, i.e., car repairs, move-in expense? AER can assist in the form of a Grant or a loan (0% interest).

Make ACS Your 1st Stop at your New Installation



If you have any questions, contact ACS 751-5256 or for specific questions regarding the following:

Housing: (803) 751-5788/7566/7567

Transportation: (803) 751-5137/5138

Finance: (803) 751-6669

Passport: (803) 751-5128

Command Sponsorship: (803) 751-5578

Requested A Sponsor But Have Not Received A Sponsor: (803) 751-5578