



Troops & Families

Leadership

Service Providers

PLAN MY MOVE

Military OneSource 24/7 family assistance 1-800-342-9647

Plan My Move Booklet for Fort Sam Houston

Overview



Location

Fort Sam Houston is surrounded by the city of San Antonio, Texas. Situated in Bexar County, San Antonio is the seventh largest city and is known as "Military City USA". The city shares a wonderful rapport with members of our military community. The base operator's phone number is 210-221-1211 or DSN 312-471-1211.

Fort Sam Houston is 8 miles from the San Antonio International Airport, 80 miles south of Austin, 70 miles from Fredericksburg a little German town. The Texas Gulf Shoreline spans as far south as South Padre Island to as far east as Port Arthur and includes Corpus Christi and Galveston (144 miles and 245 miles respectively). San Antonio enjoys over 300 days of sunshine annually and an average temperature of 68.8 degrees.

You will find that in accordance with the first quarter of the 2008 Cost of Living Index, San Antonio's overall after-taxes living costs are 11.3 percent below the nationwide average. This is partly due to housing costs which are 22 percent below the national average.

History

Fort Sam Houston was founded in 1845, and named for General Sam Houston, hero of the battle of San Jacinto and first president of the Republic of Texas. Fort Sam Houston is unique among Army posts. On one hand, it is a major, active military installation and plays a vital role in the defense of the United States. On the other hand, it contains some of the oldest structures on any Army installation. Two of those sights are the Pershing House and The Quadrangle. This blend of old and new gives today's soldiers a share of the post's history which dates back more than 150 years. For more information, go to the [Fort Sam Houston homepage](#).

Mission

The primary mission at Fort Sam Houston is as a medical training and support post. The post is the home of the HQ U.S. 5th Army, the U.S. Army 5th Recruiting Brigade, Brooke Army Medical Center, Institute of Surgical Research, the U.S. Army Medical Department Center and School, the U.S. Army Center Brigade, and the U.S. Army Medical Command.

Population Served

Total Force: 26,907

Family Members: 26,814

Retirees: 47,246

TOTAL: 100,967

Base Transportation

Anyone with official business on post may use the on base shuttle buses. No ID is required. There is no shuttle bus service to off post sites. There are two shuttle bus routes on post; one is the BAMC or "Hospital Route" and the other is the AHS Route "Brigade Route." The "Hospital Route" services most of the clinics on post, the Finance Office, the Military Police Station, and the Army Community Service. The "Brigade Route" services the troop areas, Troop Dispensary, Dental Clinics, Military Clothing Sales Store and the Main Exchange. The routes are approximately 30-35 minutes. To obtain a copy of shuttle bus schedule, stop by the Army Community Service located at Bldg 2797, Stanley Road.

Sponsorship

The Sponsorship Program is managed by the Directorate of Military Personnel. Those Soldiers who are relocating to Fort Sam Houston and have not been assigned a sponsor should call 210-221-0995. Sponsorship for Civilians is the responsibility of the gaining supervisor. Civilian employees should call 210-221-1425 for sponsorship assistance. You may go [online](#) to submit your sponsorship request form.

Mail: If you need to send mail to Fort Sam Houston prior to your arrival, address it to: Your Name, Post Office, General Delivery, Fort Sam Houston, TX 78234. The Post Office will hold the mail for 15 days if incoming from CONUS, 45 days if incoming from OCONUS. The phone number for the Post Office on post is 210-226-0089.

Temporary Quarters

Fort Sam Houston has a new convenient guest house for temporary lodging. For reservations call 210-357-2705 ext. 2000 or 1-800-462-7691. The suites have A/C, microwave, refrigerator, color TV, and maid service. Pets are not allowed. If the guest house is full, relocating personnel is referred to the Lodging Success Program at 1-800-GOARMY1. Wounded Warriors and their families have priority for lodging at Fort Sam Houston.

For information on kennels, please see the HHG Shipping Pets topic.

Relocation Assistance

The newly arriving Soldier and family members should be aware of the Army Community Service Relocation Assistance Program and the Lending Closet are specially designed to make their transition into our community an easier, more pleasant experience. For information on items you can borrow, please go to the Loan Closet topic.

One of the fastest ways to know where things are is to participate in the Trails and Tales Tour of Fort Sam Houston Tour. You can register at the Newcomers' Extravaganza table.

The Newcomers' Extravaganza is mandatory for all in-processing permanent party Soldiers, lieutenant colonels and below. Those individuals are required to attend the Newcomers' Extravaganza within 60 days of their arrival. Contact the Relocation Assistance Program office for schedule information.

Critical Installation Information

Vehicle drivers will not use hand-held or hands-free communication devices such as cell phones, two way radios, or electronic devices such as personal data assistants (PDAs) while driving a vehicle. Vehicle drivers may operate these devices only once the vehicle has been safely stopped and the vehicle placed in park. This policy applies to all military and civilian personnel who operate a privately owned motor vehicle, Government Owned vehicle, or Government Service Administration vehicles on Fort Sam Houston and Camp Bullis.

- Fort Sam Houston Post Office is located in Building 368, Fort Sam Houston, TX 78234. The hours of operation are Monday through Friday, 8:30 a.m. - 5:00 p.m. and Saturday, 8:30 a.m. - 12:00 p.m. For additional information please call 210-226-0089.

- The Fort Sam Houston operator may be reached by calling 210-221-1211, DSN 312-471-1211. For the Brooke Army Medical Center Information Desk, call 210-916-4141, DSN 312-429-4141. The Fort Sam Houston Toll Free number 1-800-531-1114 may be used for official business (limited to 5 minutes), and the operator will transfer your call to any number on post.
- There is an approved and authorized Realtor on duty full time at the In/Out Processing Center to help with off-post rental and home purchases. These services are available free of charge. For additional information call 1-888-789-MOVE (6683), 210-354-2134, DSN 312-471-8539. For rental information call 210-410-3525.

Sponsorship

Settling into your new location and your new unit takes time. [MilitaryINSTALLATIONS](#) and [Plan My Move](#) are designed to assist you with information about your new location. Complimenting Plan My Move and MilitaryINSTALLATIONS each of the military Services has a Sponsorship Program which is very helpful in providing new unit information. If you want to learn how to be a sponsor, you can take a short [training module](#) found on MilitaryINSTALLATIONS, or if you are a Sponsor, you can use the [eSponsorship Application & Training](#) a secure website designed to manage the sponsorship process.

The purpose of the Sponsorship program is to:

- Provide a sense of belonging
- Ease the transition for inbound service members or civilians and their family members
- Increase productivity
- Reduce culture shock
- Help newcomers make informed decisions
- Cultivate new friendships
- Improve morale

A sponsor is someone from your new unit who is assigned to assist you settling into your new location. You must request a sponsor through your unit. You can learn more about the sponsorship program and how to apply through your Relocation Assistance Program or the Family Center at your new installation.

Your Service will appoint your sponsor in writing. He/she will be the same or close to your rank and the same marital status, if at all possible. This person will be knowledgeable about the local community and the installation; available to assist you and your family for at least two weeks post arrival, and be someone who is positive and outgoing.

A sponsor's duties include:

- Contacting you and your family by letter of introduction or e-mail upon learning of your assignment to the installation.
- Following up with a personal phone call after contact has been made.
- Sending information about the installation/area which you may require, or putting you in touch with the resources on the web and at the installation that provide current, complete and up-to-date information such as those provide by the Relocation Program.
- Answering any questions which you or your family may have, or, again, providing the proper resources to answer those questions.
- Confirm transportation and lodging arrangements.
- Assisting with obtaining a Post Office Box for your mail.
- Meeting you and your family upon arrival.
- Accompanying you to your check in point for the unit.
- Introducing you to the Family Center and lending closet
- Providing essential service locations such as commissary, exchange, gas station, and bank.
- Being available when you arrive at your installation to meet you, show you around, and help you through in-processing.

If you have not been assigned a sponsor, or have not been contacted as of yet, request one by contacting your gaining command or unit. If after contacting your new command you find difficulties in obtaining a sponsor, contact your Relocation Assistance Personnel for additional help with your move.

Service specific processes for requesting a Sponsor include:

- **Army and Defense Logistics Agency:** AR 600-8-8 outlines procedures for DA Form 5434, Sponsorship Program Counseling and Information Sheet. Sponsorship is mandatory for first term Soldiers. All Soldiers, private through colonel (excluding those completing advanced individual training (AIT) and those PCSing to long term schools) and civilian employees through grade 15 may participate in the advance arrival sponsorship program. Reactionary Sponsorship is available for individuals arriving at an installation without a sponsor. Contact the gaining unit to request a sponsor.
- **Air Force:** Gaining Unit Commander Support Staff/Military Personnel Element will assign a sponsor upon receipt of assignment notice. Assigned sponsor will then make contact with the inbound member.
- **Navy:** OPNAV INSTRUCTION 1740.3C prescribes procedures regarding Command Sponsor and Indoctrination Programs. This Program is designed to facilitate the adaptation of Sailors and their families into new working and living environments, to minimize the anxiety associated with a Permanent Change of Station (PCS) move, and afford Sailors and their families the greatest opportunity for a successful and productive tour of duty.

Command sponsor and indoctrination responsibilities begin upon receipt of PCS orders and continue until the Sailor has become an integral part of the new command and is fully cognizant of all policies, programs, services, and responsibilities available through the command. Commanding Officers shall establish a Command Indoctrination Program to include the delivery of the Navy Pride and Professionalism training per this instruction. COs should ensure all incoming personnel receive command indoctrination training within 30 days of arrival or within 3 drill weekends.

Enclosures (1) and (2) of OPNAVINST 1740.3C outline responsibilities and provide guidance for these programs. Assistance to local commands regarding the Command Sponsor Program is through the Fleet and Family Support Center (FFSC) Relocation Assistance Program staff.

- **Marine Corps:** Gaining Unit Commander will assign a sponsor on request. Overseas commands should assign a sponsor automatically, however if one is not assigned, send a request to the gaining command. A sample request form is available on our website that can be filled out and sent to the gaining command. See the following [website](#).

Sponsors' responsibilities and abilities to be available will vary from installation to installation, depending upon the priority which the installation and unit commanders give to the program; however, the Services are making the Sponsorship program a priority as research has shown the many benefits of good sponsorship to service, family members and youth.

Youth Sponsorship

The Youth Sponsorship Program depends on the availability of youth who volunteer to become sponsors. The Youth Services topic should explain the Youth Sponsorship program at your new installation, but if it does not answer all of your questions, contact your Relocation Manager to inquire about the program and acquiring a youth sponsor.

Directions to Installation

Directions to Fort Sam Houston

Fort Sam Houston is located on the northeast side of San Antonio, Texas. It is accessible from Interstate-Loop 410, Interstate-35 and US 281. The post is surrounded by San Antonio, the 7th largest city in the United States.

From the airport by car

1. Go West on Airport Blvd toward Airport Exit.
2. Turn Right onto S. Terminal Dr.
3. Turn Left onto N US-281 /McAllister FWY.
4. Merge onto US-281 S via the ramp on the Left toward Downtown San Antonio.
5. Take the I-35N exit towards Austin on the left.
6. Exit on Walters Street.
7. Turn Left onto Walters St.
8. Go Straight on to Decal or Visitor Gate.
9. On Traffic light make a left onto Wilson Road.
10. Make an immediate Right onto Reynolds Turn Right onto Stanley road
11. End at 1800 Stanley Road to your Right Bldg 367 IN/OUT Processing, Right next to FSH Post Office, Park on the Front or Back. Fort Sam Houston, TX 78234-2699

From the airport by taxi

If you need ground transportation to the post, the taxi stand is outside from the baggage claim area. Cab fares from the airport to the post should be \$18.00. There is no shuttle transportation to the post.

Rental car option

If you choose to rent a car several rental companies are located at the baggage claim area. You may follow the instructions provided above.

USO Military Reception Area, Terminal Two

The San Antonio international Airport and USO proudly offer as a token a appreciation to our fighting men and women of the armed services a place to call their own while traveling to or from our city. The Military Reception Area is located in the northernmost part of Terminal Two and offers snacks, coffee and plenty of room to sit down and relax. Small board games and reading material are also available. The lounge area is open to troops Monday - Friday, 8:00 a.m. - 10:00 p.m. 9:00 a.m - 11:00 p.m. on Saturday and Sunday.

Check-in Procedures

Travel Planning

Permanent Party Soldiers--Should call 210-357-2705 ext 5006 for temporary lodging, however, the Guest House does not have a vacancies due to the wounded Soldiers and Families of wounded Soldiers housing there. Permanent Soldiers have been referred to Lodging Success Program at 1-800-462-7691 where they received information on a local contract hotel.

Student Soldiers -- Should call 210-357-2705 ext 5140 for temporary lodging information.

Reporting Procedures

Upon arrival at Fort Sam Houston, officers should sign in or the register at the headquarters unit or activity to which they have been assigned. Enlisted soldiers should sign in at their orderly room of the organization to which they have been assigned or attached. All soldiers, officers and enlisted, should check with their unit personnel NCO reference security processing.

Permanent Party soldiers inprocessing should report to Personnel in building 367 at 7:20 am and should bring their 201 file, health and dental records, assignment memorandum from the company, duty memorandum, education records (if applicable), leave form (DA-31) signed by approving authority, orders, and payroll suspense documents envelope (DA 2356).

Finance, Personnel, Housing, Security, Vehicle Registration, and Transportation are located in building 367 to serve your relocation needs. For more information or assistance call information at 210-221-9274/9268 or DSN 312-471-9274/9268.

NOTE: The Newcomers' Extravaganza is MANDATORY for all permanent party inprocessing soldiers LTC and below to attend the Newcomers' Extravaganza within 60 days of their arrival.

Whether you are assigned to the U.S. Army Medical Command, Fifth U.S. Army. U.S. Army Medical Department Center and School, Brooke Army Medical Center, 5th Recruiting Brigade, or another of the tenant organizations, one of the first things you need to be familiar with will be the FORT SAM HOUSTON PAMPHLET 600-1. This pamphlet has been prepared to assist you in understanding the basic Fort Sam Houston rules and policies that apply to all military personnel regardless service.

Documents to Hand Carry

- Records: Dental, Medical and Personnel
- PERSTEMPO: Sheets from previous unit.
- Assignment and Duty memorandum
- DA Form 31 (original), Leave form

What to do if you get Married Enroute?

Go to the closest ID Card section and bring Birth Certificate, Marriage Certificate, Social Security Card and two forms of ID (Photo ID and Drivers' License) to get a military ID for your spouse. When you arrive to you duty assignment do not expect to get any entitlements or refunds for any additional expenses for your spouse.

Relocation Assistance

Programs and Services

While moving is always stressful, your stress can be drastically reduced if you take full advantage of the information, education, and personal assistance provided to you by the Relocation Program. This is the place to find answers and get referral to other installation resources as well as assistance with in-transit emergencies. The most important thing you can do to ensure a smooth move is to start planning early using the many Relocation Assistance program services and tools available.

Individual PCS Planning -- Most relocation programs offer one-on-one consultation for anyone needing assistance. In particular those making their first military move, first overseas move, or those with challenging and complex situations such as special needs family members or financial problems should call the Relocation Program for an appointment.

Military Installations and Plan My Move -- For managing and planning your move, use these two DoD sponsored web-based relocation tools with information on over 250 installations worldwide. You can estimate expenses, find the forms necessary for housing and household goods, keep a calendar of events and take other necessary actions to ensure a successful move.

Loan Closet -- Basic household goods items are available to borrow while waiting for your personal property pre-departure or upon arrival. The typical items in stock include: pots and pans, dishes, silverware, irons, ironing boards, portacribs, high chairs, and infant/toddler car seats. Generally, towels and bed linens are not available, so these should be packed in your hold baggage.

Workshops and Briefings -- The classes offered vary from installation to installation but you can generally find classes on buying, selling and renting smart, budgeting and finance, moving with children, general moving preparation and many other moving related topics.

Pre-departure Briefings -- Sometimes called Smooth Move or PCS Briefings, you and your spouse will want to attend for sure. These briefings provide essential information that can prevent you from making uninformed and costly decisions before your move.

Settling-in Services -- These may include welcome wagon services, local area tours with childcare often provided, or basic household items to use until your goods arrive. Overseas arrival services may include introductory language classes and cultural awareness training.

Deployment Support -- The Family Center assists unit family readiness groups and Ombudsman programs during the entire deployment cycle. Support includes services for special needs, classes on deployment preparation, managing finances, helping children adjust, family separation, return and reunion, and information on resources available locally and on-line.

Foreign Born Spouse Support -- Whether your question concerns immigration and naturalization, learning the English language or how to take local transportation, the Relocation Program provides assistance, classes and referrals.

Emergency Assistance -- From time-to-time emergencies occur while moving, the Relocation Program office has the resources to provide emergency financial assistance and referrals.

Transition Assistance -- This is a mandatory program available to assist personnel and family members when they separate from the military. The Relocation Assistance office will establish your individual transition plan and refer you to all the installation and community resources necessary to complete a successful transition.

Installation Specific Information

The Army Community Service (ACS) Relocation Readiness Program (RRP) is the first point of contact for relocation information and assistance. You can get up-to-date information about your new community before you move, learn how to prepare for your move, get help in planning your moving cost, check out the job market and learn new skills to reduce the stress of moving.

Separation/retirement procedures for the military are handled by Transition Services Office. For information and time-line guidance, please call Transition Service.

One of the reasons you may be anxious to visit or live in San Antonio may be for the many attractions for which the city is known. You will be able to explore the historical Alamo, the peaceful Riverwalk, and our rich melting pot of cultural influences. But it is the caring spirit of the people here that makes San Antonio a great place to live. San Antonians of all ages, races, religions and ethnic backgrounds are committed to caring for their fellow man. One of the simple ways to assist is by linking the individual in need to the appropriate agency or service that will eliminate or alleviate that need. The following are a few of the many agencies that will assist you either on or off the post.

Emergency Assistance

Planning for Emergencies

Important Documents/Hand Carry

Before you leave make sure you have all important papers with you, phone numbers such as Duty Officer, and your sponsor. Your sponsor can be of help in case of an emergency while in transit.

American Red Cross

American Red Cross is always available for emergency aid. Contact the nearest chapter listed on the local phone directory.

Financial Assistance/AER

Army Emergency Relief can provide financial assistance to meet unforeseen required travel and related maintenance expenses such as transportation, lodging or food, when applicable due to extraordinary costs involved with permanent change of station (PCS). Also keep in mind that all branches of service have emergency relief agencies that can assist and communicate with agencies at Fort Sam Houston.

Army Emergency Relief (AER) provides financial assistance to eligible active duty soldiers, retired and their dependents, to meet unforeseen emergencies such as emergency transportation and vehicle repair, food, rent, utilities, funeral expenses, medical/dental expenses and when applicable due to extraordinary costs involved with permanent change of station (PCS). Ask about student loans for dependents of soldiers.

How to Request Financial Aid from AER

When requesting for a loan you must present your Military ID card, Leave and Earning Statement, Leave or PCS orders and substantiating documents (car repair estimate, rental agreement, utility bill etc.).

If you need AER financial assistance, first see your unit commander. Then go to your AER Section, if there is no AER Section, go to any of the following agencies: American Red Cross Chapter, Air Force Aid Society Section, Navy-Marine Corps Relief Society Auxiliary or Coast Guard Mutual Assistance Office.

Contributions to AER

You can contribute to your local AER fund campaign or send your contribution to AER National Headquarters, Department of the Army, 200 Stovall Street, Alexandria, VA 22332-0600. The AER campaign began March 1st thru May 15 worldwide.

For Financial Assistance at Fort Sam Houston call 210-221-1612.

Motor Vehicles

Registration & Licensing Requirements

Texas State law requires you to have sufficient liability insurance and a valid driver's license in order to operate a vehicle. The term "vehicle" generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Further, your vehicle must be properly registered. Even though you are in the Military, you may be required to register your vehicle in-state and obtain an in-state license within a few months of moving. Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [State Department of Motor Vehicles](#) website.

State Laws

You and your passengers must always wear seatbelts while driving, you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 5 years of age and 36" in height be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information.

Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military installations worldwide.

Registering Vehicles in Texas

Active duty military personnel with a valid driver's license from another state do not have to get a Texas driver's license or Texas license plates. However, military retirees who stay in San Antonio must obtain them.

How to get your vehicle registered in Texas:

- Have your car professionally inspected
- Go to one of the registration offices
- Bring picture ID, Title and proof of insurance
- Fill out the application
- Pay the \$33 title fee
- Pay the sticker and plate fee that is based on year and model of vehicle
- Pay \$90 new resident fee
- Sticker and plate issued at time of registration; the title is sent to you in the mail

Auto Liability Insurance

In Texas, automobiles must be covered by minimum limits of liability insurance in accordance with the Texas Motor Safety Responsibility Act of 1981. Minimum limits are \$20,000 to \$40,000 bodily injury liability and \$15,000 property damage liability for any licensed motor vehicle. Current proof of financial responsibility (usually automobile insurance) is required to obtain or renew a driver's license, to register a car, and upon issuance of a safety inspection sticker.

Vehicle Inspections

Annual automobile inspections are required in Texas and must be completed before registering an automobile or obtaining a Texas license plate. Vehicle inspections are done at some local gas stations and cost \$12.50 for in-state vehicles.

Post Regulations

Communication Devices -- Vehicle drivers will not use hand-held or hands-free communication devices such as cell phones, two way radios, or electronic devices such as personal data assistants (PDA's) while driving a vehicle. Vehicle drivers will operate these devices only once the vehicle has been safely stopped and the vehicle placed in park.

This policy applies to all military and civilian personnel who operate a privately owned motor vehicle, Government Owned vehicles or Government Service Administration vehicle on Fort Sam Houston and Camp Bullis.

The Provost Marshal's Office will have the authority to stop vehicle operator who fail to comply with this policy and issue a DD Form 1408, Armed Forces Traffic Citation.

Registering Vehicles on Post

To register you car on post, visit Building 367 and bring Vehicle Registration Receipt, Insurance card, Drivers' License, Military or Civilian ID Card. Hours of operations are Monday thru Friday, 7:30 am until 3:45 pm.

Loan Closet

Items Available

The Relocation Program Loan Closet provides temporary loans of household items to incoming and departing permanent active duty personnel. The items include: car seats, high chairs, porta-cribs, strollers and booster seats. Also, pots and pans, dishes, silverware, coffee pots, irons, ironing boards, toasters, futons, vacuums, tables and chairs. We do not provide bed linens.

How to Borrow

There is a 30-day time limit. Extensions will be granted to personnel with PCS status. Stop and visit us, you are our first priority. Hours of operation are Monday - Friday, 7:30 a.m. - 4:30 p.m., except Government Holidays. We are located at Building 2797 Stanley Road, Fort Sam Houston, Texas. For more information call 210-221-2418.

Housing - Overview

General

The Housing office is located in the In-processing Center, building 367, Stanley Road, Fort Sam Houston. This office will handle applications, for on-post housing and waiting list information.

Government Housing

Privatization--The Residential Community Initiative (RCI) is a family housing privatization program. RCI is a DoD program designed to enhance the quality-of-life for service members and their families by improving the existing installation family housing conditions, eliminating any housing shortages and improving neighborhood "amenities" (i.e., playgrounds, outdoor athletic courts, walking/ running trails, etc.).

The privatization of Fort Sam Houston housing took effect on March 1, 2005. The Partnership, between the Department of the Army and Lincoln Military Housing, is called Fort Sam Houston Family Housing, LP (FSHFH), which owns and operates military housing on post. The FSHFH partnership will construct, improve and maintain Fort Sam Houston family housing for the next 50 years, and assume responsibility and control over every aspect of family housing operations on post. The operation and maintenance of family housing is managed by Lincoln Military Housing (LMH) who manages Fort Sam Houston Family Housing (FSHFH). RCI provides oversight of LMH.

Application---All Soldiers desiring on-post housing must complete a housing application prior to be placed on the wait list. When a home becomes available, LMH will contact the soldier and make an offer. If the housing is accepted, a lease must be signed by the service member. The lease will authorize the start of Basic Allowance for Housing (BAH) and start of an allotment to be paid as monthly rent. The rent will equal the BAH at the "with dependents" rates for the senior service member authorized to live in the home.

Household Goods Claims

For claims go to the following [website](#).

Non-government Housing

Housing Referral Office---The HRO is your contact for any problems you may encounter such as discrimination complaints, tenant/landlord disputes, or any questions or problems about off-post housing is the HRO. The HRO will provide you a list of rentals with corresponding locator maps and give you information regarding the communities in which the rentals are located. All renters should carry renters insurance against fire, theft and other damages. The property owner's insurance will cover the property but not the renters personal property.

DoD Automated Housing Referral Network (AHRN)--Visit AHRN.com or ask at your local housing office to learn about this DoD program that is currently available for most installations. The program allows military members and families to:

- Search listings and pictures of available rentals near military installations
- Find out about shared rentals
- List their own properties for rent to other military families
- List their homes for sale by owner (FSBO) to other military members
- Contact installation housing offices

AHRN is not currently available at all installations but the phased program is adding new installations every month. Check the AHRN [website](#) to see if your next assignment is an AHRN base and check out other features to assist you in your home search.

AHRN is active at this installation and is free to all military and civilian members. AHRN.com allows military and DoD civilians to search for available rentals on-line, list their property for rent or sale, and receive personal, expert counseling on how to buy or sell smart when buying or selling a home. The housing referral manager also provides

Utility Deposit Waivers for the San Antonio Water System (SAWS) and City Public Service (CPS).

Utility Deposits--The Utility Deposit Waiver Program is available for soldiers moving off-post. Request must be submitted through the Housing Office by presenting required documents. City Public Service (CPS) and San Antonio Water System (SAWS) are the only companies that will accept the deposit waiver.

Priority Placement---Service member requiring priority housing placement may request a sample packet from the RCI Operations Manager. Service members may submit an advance packet for placement in housing prior to their arrival to Fort Sam Houston.

Cost of Living--If you are going to be looking for off-post housing, the news is fairly good. The cost of living in San Antonio is the lowest among large U.S. cities, according to the Greater San Antonio of Chamber of Commerce. The local cost of living is presently 5.5% below the national average. However, housing rental costs is high.

Reporting Requirements

Upon arrival to Fort Sam Houston, Soldier will report to Lincoln Military Housing in Bldg 367 to move name from the advance list to the actual list and check on the status of a home.

Housing - Temporary

Temporary Lodging Facility

Availability

Single service members and geographic bachelors seeking on-base quarters must contact the Billeting Office.

Fort Sam Houston maintains a guest facility located in building 3625, George C. Beach Ave.

Amenities

The guest house has central air and heat, equipped with community laundry and kitchen facilities. All rooms have color televisions and telephones.

Pets

No pets are allowed.

Eligibility

Members are authorized its use on the priorities listed below:

- * Active-duty military of all grades with or without family members, departing or arriving PCS personnel while clearing quarters or housing in the civilian community.
- * Visiting relatives and guests of patients in military hospitals.
- * Active and retired military and other members authorized and undergoing outpatient medical treatment required to stay overnight at or near a military facility.
- * Guest visiting service members stationed at the installation.
- * Military on TDY, assigned involuntarily to the guest house accommodations on a space-available basis in the absence of adequate VOQ or VEQ.
- * Transient military on leave and transient military members on a space-available basis.

Length of Stay

Maximum length of guest house occupancy for those arriving PCS is 60 days without loss of OAQ, and for those departing in PCS status is seven days. Occupancy by all other guests will not exceed seven days.

Housing - Government

Family Housing

Privatization

The Residential Community Initiative (RCI) is a family housing privatization program. RCI is a Department of the Army program designed to enhance the quality-of-life for service members and their families by improving the existing on-post family housing conditions, eliminating any housing shortages and improving neighborhood "amenities" (i.e., playgrounds, outdoor athletic courts, walking/ running trails, etc.). In this program, Fort Sam Houston family housing was privatized.

The privatization of Fort Sam Houston housing took effect on March 1, 2005. The Partnership, between the Department of the Army and Lincoln Military Housing, is called Fort Sam Houston Family Housing, LP (FSHFH), which owns and operates military housing on post. The FSHFH partnership will construct, improve and maintain Fort Sam Houston family housing for the next 50 years, and assume responsibility and control over every aspect of family housing operations on post. The operation and maintenance of our family housing has been transferred to Lincoln Military Housing (LMH) who manages Fort Sam Houston Family Housing (FSHFH). RCI provides oversight of LMH.

Application

All Soldiers desiring on-post housing must complete a housing application prior to be placed on the wait list. When a home becomes available, LMH will contact the Soldier and make an offer. If the Soldier accepts the home, he must sign a lease. The lease will authorize the start of the current resident's Basic Allowance for Housing (BAH) and start of an allotment to pay the monthly rent. The rent will equal the BAH "with dependents" for the senior service member authorized to live in the family housing unit.

Soldiers may submit an advance packet for placement in housing prior to their arrival to Fort Sam Houston. Upon arrival to Fort Sam Houston, Soldier will report to Lincoln Military Housing in Bldg 367 to move name from the advance list to the actual list and check on the status of a home.

Priority Housing

A Soldier may also voluntarily request priority housing based on Exceptional Family Member Program (EFMP) status. LMH will refer the Soldier to the RCI Office to complete Housing Priority Placement Packet.

Soldiers requiring priority housing placement may request a sample packet from the RCI Operations Manager by calling 210-221-0891, fax: 210-295-9925.

Single Servicemember Housing

Housing for single service members is controlled by each unit. New dormitories are also being built. There are different configurations for the rooms depending on rank and unit. The most common type is what is 1+1 where each soldier will have there individual bedrooms but will share a kitchenette and bathroom. All rooms are furnished with a bed, refrigerator/microwave, chest of drawers, night stand, armoire and a desk. Unaccompanied soldiers are required to stay at the barracks. E-6 and above have the option of getting apartments upon approval.

Exceptional Family Member Housing

- No website; no photos of houses
- Harris Heights has handicapped accessible homes that meet the ADA standards for E-7 to E-9 and for O-1 to O-3.
- Watkins Terrace has houses that has been modified for handicapped accessibility.
- Special accessible houses are available at Patch and Chaffee.

- Priority housing for incoming families with special needs are on a case to case basis. Family should contact gaining installation for the RCI application and submit it at the earliest time.
- WTU's that are assigned to Fort Sam Houston will always have priority to housing.

NOTE: No generators on housing. If needed must apply for exception to policy with housing office.

Household Goods - Overview

Arranging Household Goods Shipments

As soon as you are alerted to your upcoming PCS move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate to charity. Get important family records together in one place. You can even estimate the weight of your household goods before you visit your transportation office to set up the move. If you are going overseas, you should begin to plan what items you will take in your unaccompanied baggage, in your household goods shipment, and what might need to go into permanent storage. Remember for overseas assignments, electricity is different and houses are generally much smaller and cannot handle large furniture.

Set up an appointment with your transportation office as soon as you have a copy of your PCS orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. The transportation office may instruct you to use the government's [new automated moving system](#) and process, DP3. The counselors will explain all your PCS move entitlements in detail. Your first decision is whether to have the government move you or whether to move yourself. There are pros and cons to each type of move. Your counselor will answer all of your questions. If you choose a government move, they will book your shipment and put you in contact with your mover (Transportation Service Provider - TSP). The TSP will contact you for a pre-move survey and let you know the exact dates the movers will come. If you choose to move yourself, the counselor can assist with recommendations and tips on how to do a personal move.

Automobile

The government may ship one Privately Owned Vehicle (POV) at their expense to your new overseas location. This is handled through your transportation office. Remember to discuss your POV needs at your initial counseling session. The shipping contractor has established a [website](#) where you can track the location of your POV through the shipping process.

Shipping Pets

Planning for shipment of your pet includes researching airline requirements, and quarantine restriction laws in your new location. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation and season of the year limitations. Occasionally, small pets can be shipped on military flights but availability and regulations are always changing as well as fees. Check the [DoD Household Goods Portal website](#) for details on shipping pets.

Many international locations have strict importation laws including extended quarantines and restrictions on breeds or types of animals that can be brought into the country. Carefully research these rules as they could impact your moving schedule. Not only do overseas locations have strict rules but many locations have restrictions on dangerous dogs as well. Review your destination installation's Shipping Pets article for details.

Arrival and Delivery of Household Goods Shipments

Follow the instructions you are given at counseling carefully. Depending on how your shipment moves, it is your responsibility to contact the transportation office or mover (TSP) as soon as you arrive at your new duty station. Let them know how you can be contacted, phone, mobile phone and e-mail. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing.

Make certain that you, or someone who can act in your name, is available at your new home on delivery day. If the TSP arrives and cannot deliver the shipment, you may be charged for the attempted delivery and any additional storage that may result.

Customer Satisfaction Survey

Once your personal property is delivered, you'll be asked to rate your satisfaction with the customer service you received from the TSP. Make sure you take the time to do this. Your feedback will make the process better for everyone. The SDDC website provides detailed information about [completing the Customer Satisfaction Survey](#).

Claims

DoD customers are eligible for Full Replacement Value (FRV) protection on most DoD sponsored shipments. With this protection, the TSP will either repair or pay to repair damaged items and pay the full replacement cost for items that are lost or destroyed.

Providing prompt notice of loss or damage is an essential part of the process. Use the front of [DD Form 1840/1840R](#) to notify the mover of any loss or damage you find at the time of delivery. If further loss or damage is discovered after the transportation provider departs, use the reverse side of the form, DD Form 1840R. You must **file DD Form 1840/1840R with the TSP within 75 days of delivery**. The TSP has the right to inspect the damaged item once they receive the notice forms.

If you have any loss or damage to your personal property you will need to file a claim. Completing and submitting the DD Form 1840/1840R does not constitute filing a claim. You must file the claim directly with the TSP within nine months of delivery to receive FRV protection. Once the claim is filed directly with the TSP, the TSP is responsible for obtaining repair and replacement estimates and settling the claim by paying repair or replacement costs.

As in the past, the Military Claims Office (MCO) is available to help you understand the claims process and your rights and responsibilities. You may still transfer your claim to the MCO if you wish. However, if you transfer your claim the MCO will only be responsible for the lower depreciated cost of items on the claim.

Installation Specific Information

Claims are processed at Bldg. 153 on Stanley Rd. behind Civilian Personnel Office (Bldg. 144). They operate on a walk-in basis during 8:00 a.m. and 4:30 p.m., Monday to Friday. Notify the Transportation Management Office of all your loss or damage. This must be accomplished in less than 70 days and must be done even if you recorded the discrepancies at delivery on the DD 1840. This notification allows the Transportation Management Office to formally put the carrier on notice of the loss and damage and to trace for missing items. This is accomplished by the Transportation Management Office forwarding a DD 1840 to the carrier.

What to take to the Claims Office:

Take all the paperwork associated with your move. This should include:

- Copy of DD 1299 (Application for Shipment of Household Goods)
- Copy of Orders (or other document issued in lieu of orders that authorized you to ship your property)
- Copy of Household goods Descriptive Inventory made by the movers who packed and loaded your property.
- Copy of General or Specific power of Attorney granting you authority to file the claim if you are not the service member to whom the orders were issued.

For additional information contact the Claims Office at 210-221-1973 or 210-221-2161.

Household Goods - Shipping Pets

Boarding

Please plan in advance, if you are traveling with animals, for the Fort Sam Houston Guest House and many motels in the area do NOT allow pets. Let your sponsor assist you with this task. For the complete listing of kennels in the area, check the Yellow Pages of our local phone directory. The following are few of the kennels:

- Rob Cary Kennels --14824 Bulverde, San Antonio, TX 78247; Phone: 210-494-7787
- 203 West Sunset, San Antonio, TX 78209! Phone: 210-822-0003, FAX: 210-822-0618
- Austin Highway Veterinary Hosp.-- 1445 Austin HWY, San Antonio, TX 78209; Phone: 210-826-6383

Transportation

Please plan in advance, if you are traveling with animals, for the Fort Sam Houston Guest House and many motels in the area do NOT allow pets. Let your sponsor assist you with this task. For the record listings of phone numbers and a brief description of kennels in the nearby communities, check under Boarding topic.

Check with Fort Sam Houston Veterinary Treatment Facility as to the requirements to ship a pet to a specific area. Shipping requirements, and rabies shots vary depending upon the area the pet is to be shipped to.

Quarantines

here are no quarantines for dogs or cats in Texas. For other country quarantine information call 210-221-1656 or the Veterinary Service on post at 210-295-VETS (4262).

Vaccinations, Licensing and Regulations

San Antonio has a leash law; your dog must be either on a leash or in fenced yard. All animals must be registered either on-Post or off-Post if you reside in the community. The Fort Sam Houston Veterinary Service provides Health Certificates and vaccinations. Please keep both documents current at all times.

The Animal Defense League has "vaccination drives" and pets can receive shots at reduced rates, call 210- 655-1373. You may adopt a dog or cat from Ft. Sam Veterinary Clinic or at ADL's Adoption Center 210-655-1481 or at the Humane Society 210-226-7461.

Pet Licensing

If your pet has a current vaccination certificate, bring it for licensing to any of the following agencies. The Animal Defense League has "vaccination drives" and pets can receive shots at reduced rates. Call 210-655-1373.

- San Antonio Animal Control -- 210 Tuleta Street, San Antonio, TX 78212; Phone: 210-737-1442. You can register your pet at the above address or at Customer Service at most HEB Stores.
- Ft. Sam Houston Veterinary Treatment Facility -- Bldg 2186, 2133 North Pine St, Fort Sam Houston, TX; 234-6231; Phone: 210-295-4260/4265, DSN 312-421-4260/4265. Hours: Mon-Fri 8 am - 4 pm. If you live on post, pet must be registred at Fort Sam Houston Clinic.
- Port Call Office -- Bldg 367, Stanley Rd., Fort Sam Houston, TX 78234; Phone: 210-221-1629/1656. Hours: Mon-Fri 7:30 am - 4 pm. If your relocating to any overseas installation, please contact the port call office as soon as possible. There are many arrangements you have to take care if you are planning to take your pet with you. Plan ahead, the sooner the better for you and your pet.

Veterinary Services

The services provided by the Fort Sam Houston Veterinary Treatment Facility:

- 1. Yearly vaccinations for distemper/parvo, rabies, cat distemper, leukemia.
- 2. Heartworm and leukemia tests.
- 3. Fecals to check for intestinal parasites.
- 4. Health certificates.
- 5. Sick call--limited to zoonotic disease (diseases contagious to people and pets).
- 6. Prescription medications for fleas and heartworm prevention.

These are only available with proof of current vaccinations, a negative heartworm test, and after the pet have been seen by a military vet within the past 12 months.

Pet Registration

All pets living on post are required to be registered at the Veterinary Treatment Facility within 30 days of arrival. Registration is done in person, and we will need proof of current vaccinations. If your pet is overdue for vaccinations, we will schedule them prior to registering the pet. Pets living off post should be registered with the city in which they live. In San Antonio, pets may be registered at most HEB stores.

Health Certificates

Health certificates are required for all pets that travel by airline. We recommend a health certificate for anyone who is relocating with a pet. We also recommend a health certificate for anyone vacationing with a pet, because some states will not allow pets from Texas to enter without a current health certificate. Health certificates need to be issued within 10 days of departure and the veterinarian will need to see the pet, so call for an appointment.

Rabies Vaccinations

Texas requires yearly vaccination for rabies, even if your pet received a 3-year vaccine previously.

Sick Pets

The Veterinary Treatment Facility does not offer emergency services and sees patients by appointment only. It is a good idea to establish records with a local veterinarian for emergency care and any illness your pet may have.

Lost Pets

All pets lost or straying on post are turned into the Veterinary Treatment Facility by the Military Police. Pets on post are required to be kept on a leash during walks. If your pet should stray away from home, check with us as soon as possible to see if it was impounded. We hold pets for 3 working days before making them available for adoption. If you are thinking of getting a new pet, consider checking with us to see what we have to offer.

Outdoor Pets

Dogs who are kept outdoors are required to have a doghouse and a constant supply of water available to them. This is especially important in the summer, because Texas is very hot. Wading pools for children make good dog pools, too.

For additional information call the Veterinary Treatment Facility at 210-295-4260.

Education - General Overview

Introduction

The newcomer to San Antonio is often surprised to find the city has so many public school districts, each independently administrated and accredited by the Texas Education Agency in Austin. Every school district has a school board and an a superintendent. Funding is by state and federal funds, and by local property taxes levied by each school district.

General Information

Students must attend the school in the area in which they reside except where otherwise allowed by School Board policy. In Texas, children must be five years old on or before 1 September to be enrolled in the kindergarten program. Children must be six years old, on or before September 1 of the year the child enters the first grade.

The Fort Sam Houston ISD, the district serves the children of personnel stationed at Fort Sam Houston, boasts some of the highest average student test scores on college entrance exams such as the American College Test (ACT) or the Scholastic Assessment Test (SAT). Please visit the [web](#) for more information.

The Randolph Field ISD is one of the three smallest school districts in Bexar Country also regularly is considered among the best. For additional information visit the [web](#).

The North East ISD is the third- largest school district in Bexar Country. Fast-growing and academic excellences are two phases that people most associate with the school system. Please visit the [web](#) for more information.

Enrollment Requirements

1. Certificate of immunization.
2. Copy of birth certificate.
3. Social Security card for the student.
4. Report card from previous school.
5. Other school records from previous school.

A child will go to school in the district where his or her family lives. There is no busing of students across district boundaries; however, Business Careers High School, Health Careers High School, and the International School of the American accept out-of-district students.

Immunization Requirements

The Texas Department of Health Immunization New Requirements. Free or reduced cost immunizations can be obtained at the San Antonio Metropolitan Health District.

Hepatitis A -- Effective 1 August 2003, children born on or after 2 September 1992, attending school or child care facilities in San Antonio/Bexar County will be required to have received two doses of hepatitis A vaccine (administered on or after their second birthday) before entry. Since there is a six-month interval between the first and the second doses (no accelerated schedule allowed), students should receive the first dose before 1 February 2003, in order to comply by August 2003.

TD Boosters -- The Tetanus Diphtheria Booster due between 14-16 years of age, which had previously been deferred due to a shortage of vaccine, will now be required due to an adequate vaccine supply. Students who have not had a TD Booster within 10 years are required to have their booster vaccine before entry to school in August 2003.

- DPT/TD: 3 doses (with one dose after age 4 and one in the last 10 years).
- DPT: DtaP for children six years and younger: At least four doses, with at least one dose after the fourth birthday.

- POLIO: Three doses for all students with at least one dose after the fourth birthday.
- MEASLES - Two doses for all students who were born on/or after September 2, 1991. Two doses for all students by their 12th birthday.
- RUBELLA: One dose on/or after the first birthday.
- MUMPS: One dose on/or after the first birthday.
- HEPATITIS B: Three doses for all students born on/or after Sept 2, 1992.
- HEPATITIS B: Children born on/or after Sept 2, 1988, but before Sept 2, 1992 will be required to have 3 doses by the 12th birthday.
- HIB: One dose for children 15 months through four years of age. Recommended for all ages.
- VARICELLA: (Chicken Pox) One dose recommended or documentation of disease.
- VARICELLA: Children born on/or after Sept 2, 1988 but before Sept 2, 1994, will be required to have one dose by the 12th birthday, or a parent or physician-validated history of Varicella illness.

Meals Program

Parents/Guardians will receive an application for Free or Reduced Meals as well as a letter with specific information and eligibility income guidance. If the parents/guardians wishes to apply, the application must be completed and returned to the Cafeteria Manager. Current meal prices for students in grades K-6 are 0.80 cents for breakfast and \$1.50 for lunch. Students in grades 7 to 12 pay 0.90 cents for breakfast and \$1.75 for lunch. All meals are served daily and can be pre-paid.

The Fort Sam Houston School cafeterias provide a nutritional breakfast and lunch each day. Information on meal prices may be obtained from the school office. Applications for free or reduced meals are also available at the school office. For information call 210-368-8730.

Bus Service

Transportation is provided for students K-12 as follows:

- Students (K-12) who live further than two miles from their school ride school district buses.
- Students (K-6 only) living less than two miles from school ride Post buses.

Schedules are provided at registration. Parents are responsible for providing transportation to and from school when residing off-post awaiting assignment to government quarters. Parents are responsible for providing transportation for pre-kindergarten students. For additional information call 210-221-5016 (Post info) or 210-368-8720 (District Transportation).

Dress Code

The Fort Sam Houston Independent School District's purpose in having a dress code is to teach students' proper grooming and hygiene, to prevent disruption and to avoid safety hazards. Because fads in dress and grooming are subject to sudden, and sometimes radical, change, campus administrators reserve the right to rule on dress and grooming in matters that involve decency, cleanliness, safety, bizarre, disruptive or extreme modes of dress.

General Guidelines: Wear clean neat clothing that is not a health or safety hazard. Belts must be worn if pants, skirts, skorts, etc., have belt loops (applies to students in grades 5-12 only). Skirts, shorts, skorts and dresses must extend beyond the fingertips when the student is standing. (Does not apply to kindergarten students). Shorts and pants must be worn at waist height. Safe, appropriate shoes must be worn. Hair must be neat and clean. Shoulder straps on clothing must be worn on the shoulder.

Before and After School Programs

These types of programs are not mandated by law, some public schools do not offer these programs. However, private schools do offer before and after school programs at different rates.

Unique Opportunities

State Accreditation

For information on accreditation go to the individual districts. Accreditation by the Texas Education Agency is an objective means by which excellence in education may be signified to the patrons of a school district.

Magnet Schools

Magnet schools are formed in order to attract students who want to specialize in a certain area. For those students who desire a head start on their chosen profession, area magnet promise a wealth of opportunities by offering specialized courses in the arts, health sciences, law, engineering and even media production. There are currently numerous magnet schools or magnet programs in Bexar County schools.

Business Careers High School is located in the Northside Independent School District. For information call 210-706-7070 or via internet.

Communication Arts High School may be reach by calling 210-688-6043.

Health Careers High School, which is under the aegis of the Northside Independent School District, offers curricula for both college -bound students preparing for health-related professions and students interested in careers in the health professions that don't necessarily require college. For information call 210-617-5400.

International School of the Americas, the curriculum emphasis at the International School of the Americas is deeply rooted in languages, multiculturalism, international relations and business. For information call 210-442-0404.

Home Schooling

Another choice away from the traditional public school is home schooling. Locally, more than 3,000 families are home schooling, according to the Family Educators Alliance of South Texas.

Adult Education

Some districts mentioned in this guide offers classes for people of all ages along with ESL and GED classes after school.

Education - Training (College/Technical)

Continuing Education

The Army Education Center has expanded the availability of its testing services to military dependents, retirees and DOD civilians. While active duty personnel have priority, testing for all others will be done on a space available basis. ACES testing services personnel make every attempt to test individuals as soon as possible after a request is made. Many of the available tests and evaluative services are free; certain tests do require a fee for non-active duty personnel.

The following testing services are available for fees: CLEP - College Level Examination Program \$ 43.00; DANTES - Subject Standardized Test \$ 27.00; ACT Pep Exam (Regents College) \$ 40.00 -\$170.00; PRAXIS Series - Includes National Teacher Exam; ACT-For civilians applying to military schools \$ 20.00; Strong/Campbell Interest Inventory \$ 10.75.

The following education counseling services are available at no cost: basic skills (Reading/Language and Math) evaluation and training; preparation and practice test for: GED, SAT, ACT and CLEP Exams; PLATO computer lab (self paced learning with tutor assistance), distance learning computer lab (Internet capability); research computer lab, speed reading course; college and financial aid information

For further information, please call or visit the Army Education Center at Building 2248 or call 221-1738. Hours of operation are Monday through Friday, 7:30 a.m. - 4:00 p.m. and 5:00 - 9:00 p.m..

College

The Education Center offers professional educational counseling, testing, learning center services, as well as, on post college courses registration. All members of the Fort Sam Houston community (active duty soldiers, family members, and civilian employees) are serviced.

Library

Army General Libraries - something for everyone! From art and photographic exhibits...to community related programs, Army libraries have something for everyone. Connect to the world via the Internet. Prepare projects/presentations using office software. Search the library's electronic catalog. Log into Army Knowledge Online from home, office, or library to access full-text databases, magazines, newspapers, ebooks and audio books 24/7 anywhere, anytime. Look for jobs and colleges on-line, take college prep tests and CLEP tests on-line. Research academic and military subjects on-line. Plug into eArmyU throughout your library. Attend a popular programming event for fun and intellectual stimulation. Escape through fiction, keep up with current affairs, find military professional reading material, explore your hobby, find a quiet nook to study or to dream, encourage reading in your young child---whether a singular experience or a family affair, it all adds up to a life enriching experience. Evening and weekend hours accommodate your busy schedule at 71 main libraries and 21 branches world-wide.

Military OneSource On-Line Library

Our mobile military members often don't have the resources of a brick and mortar library on hand to provide entertainment, learning or solace. The Online Library provides those resources while the members are in transit or deployed. One-stop shopping for all library resources in print, electronic and downloadable format are available online, 24/7. The library provides recreation, lifelong learning, reference, and career resources for all ages and interests. **All resources including audio and eBooks are free. Resources are available anywhere in the world where there is access to the internet.**

[Military OneSource On-Line Library](#) provides 24/7 access to library materials that include:

- Ability to download free books from thousands of fiction and non-fiction titles, including animated children's books, or request a free paperback or digital Playaway book from Military OneSource.
- Access to data bases to pursue education, research careers, fix cars or home appliances, maintain or remodel apartments or homes, and more.

Education - Local Schools

Choosing the right school for their children is a priority for military families. This article describes excellent resources for your use in planning for your child's educational needs. Parents can find current information about public, charter and private schools by using the tools below:

1. How do I choose a good school?

[Choosing a School for Your Child](#) is a U.S. Department of Education publication that will help families identify what is important in selecting a school.

[The School Visit: What to Look For, What to Ask](#) Whether you are choosing a school for the first time, or because you are in transition, this site will provide you with information about what to do and what to ask.

2. What schools are in my area (or in the area where I may move), and how good are they?

Several high quality commercial tools are available to assist in making decisions about which school to choose for your child. Listed below are these website tools along with information on how you access the information and what type of information each site provides.

Both [Great Schools](#) and [School Matters](#) provide a wealth of information for parents:

- School contact information
- Distance from zip code (provide the installation zip code, or the zip code of the area where you will be living)
- Public, private or charter school designation
- Student/teacher ratios
- Free and reduced school lunch program (an estimate of economic disadvantage)
- Great Schools provides a rating of schools and a parent comment section
- Percentage of students meeting or exceeding the state standards in math, reading and language arts
- Teachers - average number of years teaching experience, % of first year teachers on the staff
- Students: Average percentage of students absent from school for more than 15 days
- Ethnic breakdown and percent of students with English as a second language
- School Matters provides college prep scores (PSAT, SAT, ACT test scores)-for high schools only
- Great Schools also provides parents the ability to rate the schools and make comments on the schools.

For both sites, the user must enter the State and zip code to find schools in the area.

SchoolQuest was developed by the [Military Child Education Coalition](#) to help military families select schools. SchoolQuest also offers an Online Library that provides resources for families in transition. At this time, the SchoolQuest data base covers 99 military installations. The Military Child Education Coalition also provides a [data base of information](#) on each State's educational system.

[The School Report Tool](#) is available from Military OneSource that list names and locations of public, public charter, private, virtual and home schooling choices around major installations. [Charter Schools](#) are nonsectarian public schools of choice that operate with freedom from many of the regulations that apply to traditional public schools. Use this site to find one in your area.

3. How can I help plan for a successful transition in this new school and for my child's school career?

Parents often want to know about the availability of extra curricular activities and sports, or the availability of advanced classes. For these questions, it is best to contact the schools directly. It is important to ask the right questions. The following resources can help with these questions and others.

The [Toolkit for Parents](#) was developed by the Department of Defense, especially for Military Families. This 85 page booklet walks parents through preparing for the move and the first two weeks of school....what to ask, what to take, etc.

The [Military Impacted Association](#) has [checklists](#) available for military kids who are leaving or entering a new school.

The Military Child Education Coalition has a [checklist for transferring students](#) that will be helpful. Additionally, through [SchoolQuest](#), MCEC provides parents with the ability to develop a profile for each of their children, which then will provide them with a report on issues related to transferring to a new school district.

4. Question? What happens if I need help during the school year?

During the school year, there are always questions that parents have, such as "What is the best way to help with homework?" or "What if my child needs to see a counselor because my spouse is deployed?" Military OneSource helps with these questions and has 24/7 access. You can call them at 1-800-342-9647 or connect to them at the website [Military OneSource](#).

Education - Local Schools/Overseas

Overseas Schools -- What You Should Know

Moving your family from one installation to another in the U.S. can be challenging enough; but moving your family overseas presents an even more complex situation. One of the most important challenges can be summed up by this question, "Where are my children going to go to school?"

This article will provide resources to help guide military families through the many questions and decisions regarding local schools abroad.

Where do I start?

Start with the information on your new installation. Visit [MilitaryINSTALLATIONS](#) and review the installation's Education - article. All of the overseas installations have dedicated a portion of the Education article to discussing the education options available in the local community as well as the DoD schools located on the installation, if available. Most installations overseas that allow accompanied family travel have one or more DoD schools.

What is the difference between a DoD school and an international or national school?

[DoDEA](#) is the Department of Defense Education Activity. DoDEA operates DoD schools in 12 foreign countries, Guam and Puerto Rico. All DoDEA schools are fully accredited by U.S. accreditation agencies and maintain high academic standards with well rounded educational programs. Visit the [DoDEA School Report Card website](#) to find a detailed discussion of each DoD School.

In addition to DoDEA, the [U.S. Department of State's Office of Overseas Schools](#) mission is to promote quality educational opportunities for dependents of American citizens overseas at the elementary and secondary level. If a DoD school is not available on your installation there may be a school in the local community that is an American-Sponsored Elementary and Secondary School.

International schools are English-language schools whereas National schools are schools where courses are taught in the native language. The curriculum and grading system of an International school tends to be similar to the traditional American education system. This is a consideration if your family will be returning to the U.S. prior to your child or children graduating high school. Remember, when choosing a school it is best to try to match the school with your child's needs and expectations.

Where can I find a list of International schools in the country where my family is moving?

The Internet can be an excellent resource for finding International Schools overseas. You can find a complete directory of overseas schools on the [International Schools Services' website](#).

In addition, the [World Wide Schools](#) website is an excellent resource. From the homepage you can select the country. Once you have done this, a list of schools will appear and you can then choose which one you are interested in researching. All of the information appearing on this website is provided by the schools directly. Some of the information you may find on a school includes: a background summary about the school, the school's address, phone number, website, and even the email address of the director of the school. This information should be explored so that you can make comparisons with other International schools in the area to determine the best place for your child/children.

How do I decide what school is best for my child?

This process is much the same as it would be in the U.S. You may not have as many choices but it is important to make a list of possible schools and then begin to ask around. This is a daunting task since it is likely that there will be a language barrier. However, talk to the Relocation Personnel in the Family Center and your sponsor at your new installation who may be able to put you in touch other families with children around the same age as your child/children. Always contact the school directly and ask for references.

Once you have narrowed down your options, interview the school or schools directly. This is best done in person, if possible. Ask about: attendance, atmosphere, curriculum; grading system, tuition, accreditations, the staff and administration; as well as other practical details such as, does the school provide meals, what types of extra curricular

programs are available, is there transportation, holidays and schedule, sports programs, before and after school care programs, and how is the facility maintained.

Now that I have chosen a school, how do I successfully facilitate the transition for my child?

A successful transition should be a priority during planning the move and once the move has been completed. The more knowledge you provide your child with, the more confident he/she will feel once he/she arrives at the new school. Allow your child to be a part of the decision making process, if he/she is old enough, and take his/her opinions into account.

[MilitaryStudent](#) provides several valuable tools to facilitate the transition process. Although many of these tools are not geared specifically to an international move the resources provided do apply to any military student transitioning to a new school in the U.S. or overseas.

Employment - Overview

Employment Options

San Antonio reports lowest unemployment rate among big Texas cities. Employment in the San Antonio metropolitan area improved in February as employers added 7,700 jobs during the month.

The San Antonio area's unemployment rate stood at 6 percent in February, which is down from 6.3 percent in January. This makes the San Antonio area the best -performing major metropolitan market in Texas in terms of unemployment figures. The San Antonio region fared better than Austin (6.3 percent), Houston (6.4 percent) and the Dallas-Fort Worth area (6.9 percent).

State and national unemployment figures for the month currently stand at 6.6 percent and 8.9 percent, respectively.

February's job gains in the San Antonio were attributed to growth in the government industry sector. Local schools added 4,300 jobs between January and February 2009 as workers were put back on the payrolls after the holiday breaks.

The education and health services sectors remained strong by adding 5,400 jobs over the past year to achieve a growth rate of 4.7 percent. This industry benefitted from growth in the health care and social service sectors.

Employment Documentation

For job hunting purposes, be sure to hand carry all employment records and documents, resumes, SF 171, SF50, transcripts, certificates, and licenses.

Unemployment Benefits

If a spouse gives up their job at another location due to a military move, Texas may pay unemployment benefits. For additional information on how to file a claim, visit [Texas Workforce Commission](#).

Transition Assistance

The Army Career and Alumni Program (ACAP) provide transition assistance to military exiting the service. For the additional information go to contacts section.

Tuition Assistance

Spouse Education Assistance Program, spouses may apply for a scholarship online at the [Army Emergency Relief \(AER\) website](#). For more information go to the AER office. Also, some local colleges offer financial aid.

MyCAA

For information on MyCAA and Military Spouse Education and Career Opportunities, visit [Military OneSource](#).

New Parent Support Program

General Program Description

The Army New Parent Support Program (NPSP) provides intensive home visiting services to eligible Families with children prenatal to 3 years old whether they live on or off the installation. Activities and services provided include information and referral to military and civilian programs that support parents of infants and young children, such as parenting programs, respite care for children, and supervised play time for children. All activities and services provided through NPSP are voluntary and non-stigmatizing and emphasize the parents' strengths.

Goals of the Army NPSP are:

1. Contribute to mission readiness.
2. Support Family member adaptation to military life.
3. Enhance the knowledge and skills Family members need to form healthy relationships and provide safe, nurturing environments for children to prevent Family violence.
4. Foster a supportive military community for young military Families.

Staff Qualifications

NPSP Home Visitor staff consists of Licensed Clinical Social Workers and Registered Nurses. All personnel will possess the knowledge, skills, and abilities necessary for their professional certification/licensure and positions. Local installation or State background checks, including Army Central Registry checks, will be completed on all personnel who provide services to parents and their children and will be updated annually.

Eligibility Requirements

Families may be self-referred or referred by other agencies such as health care providers, chaplains, social service staff, command, or Family Advocacy Program (FAP) staff.

How to Enroll

Interested families may contact the local Army Community Service (ACS) office, or their health care provider, for further information in the New Parent Support Program.

Installation Specific Information

The New Parent Support Program at Fort Sam Houston is offered through the Army Community Service/Family Advocacy Program.

The New Parent Support Group (NPSP) provides comprehensive services through educational sessions/playgroups and home visitation services. These services offer expectant parent and parents of infant and toddlers the opportunity to learn new skills as parents and improve current techniques.

The NPSP offers:

Infant Massage Classes -- five week sessions on proper massaging techniques to use on your baby. Another wonderful way to bond with your little person!

Getting Ready for Childbirth -- This class provide research-based information to help prepare you for your childbirth experience.

Basics of Breastfeeding -- this class provides current information about the benefits and challenges of breastfeeding infants. Class participants are given the opportunity to ask questions and share experiences.

H.U.G.S. Playgroup -- Helping To Grow Securely- Join this weekly interactive fun playgroup for parents and children ages 0-5 years.

Child and Youth Programs

General Information

The Department of Defense (DoD) and the Military Services take great pride in the variety and quality of services provided to children and youth on installations worldwide. While the services provided depend on the size of the location, the standards and quality of services are consistent and meet established regulations. The network has hundreds of locations worldwide serving over 1.3 million children.

Child Development Centers (CDC)

These facilities generally offer child care for children ages six weeks to 5 years old. Care is typically available weekdays from 6:00 a.m. to 6:00 p.m. CDCs vary in size; the average CDC cares for about 200 children. All programs must be certified by the DoD and accredited by a national accrediting body such as the [National Association for the Education of Young Children](#).

In-Home Childcare

With in-home childcare, children receive their care in the private home of a certified provider living in government-owned or leased housing or in state-licensed homes in the community. Family child care provides accommodating child care arrangements, including night, weekend, and flexible hourly care for shift work.

In-home childcare programs offer comparable care to a CDC. Providers must be certified by the DoD, and some seek additional accreditation from the National Association of Family Child Care (NAFCC). Regulations limit the number of children that may be cared for at one time: no more than six children under age eight, and no more than two charges under two years old.

School-age care (SAC)

DoD School-Age Care (SAC) programs are offered for children, kindergarten to 12 years of age before and/or after school, during holidays, and summer vacations. Emphasis is placed on SAC programs which meet community needs, reinforce family values, and promote the cognitive, social, emotional, and physical development of children. SAC may be provided in DoD Youth Centers, Child Development Centers or other suitable facilities. To expand school-age care spaces, DoD policy encourages use of youth centers; on-and off-base schools, and other suitable facilities such as community centers. Accreditation of DoD SAC programs is a requirement. Accreditation sets the professional standards for after school programs and helps families identify high-quality programs.

Waiting List

Due to a high demand for care, you may be placed on a wait list. Your position on the wait list depends on many factors that are at the discretion of the installation and may include your spouse's military status, the date you apply, deployment and your employment. If these factors change while you are on the wait list, your position will be changed accordingly, so it is important that you keep your information up-to-date.

Child care is not an entitlement, and fees are income-based. Fees throughout the child development system of care fall into fee ranges set by DoD.

To apply for child care, fill out [DD Form 2652, Application for Department of Defense Child Care Fees](#) and [DD Form 2606, the Department of Defense Child Development Program Request for Care Record](#) and return them to the Resource and Referral (R&R) office at your installation.

Youth Programs

The Department of Defense has a long history of providing positive youth programs that focus on alternative activities for youth during out-of-school hours. Today, DoD continues to be committed to youth by providing consistent guidance

and stable and dynamic programs in more than 350 youth programs worldwide. DoD promotes positive youth development by designing programs to recognize the achievements of youth and by developing partnerships with other youth-serving organizations like the Boys & Girls Clubs of America and 4-H that offer a variety of resources. Programs for teens and pre-teens vary from one base to another, but are governed by a consistent DoD instruction. Programs prepare young people to meet the challenges of adolescence and adulthood through a coordinated, progressive series of activities and experiences that help them become socially, emotionally, physically and cognitively competent. Programs usually include physical fitness and sports, arts and recreation, training in leadership, life skills and career/volunteer opportunities, mentoring, intervention and support services.

Child Care

Child Development Center (CDC)

The Fort Sam Houston CDC offers a developmental program for children between six weeks and five years of age. The center provides meals and snacks. You may contact the CDC at 210-221-5002 or DSN 312-471-5002. The CDC is accredited by the National Association of the Education of Young Children (NAEYC) and certified by the Department of Defense (DOD).

Hours of Operation for the CDC are Monday through Friday, 5:30 a.m. - 5:30 p.m.

The CDC offer a seamless childcare and youth delivery system. At Fort Sam Houston CYS programs are:

- Child Development Center
- Head Start Center
- Family Child Care Homes
- School Age Services (Before/After School and Camps), Middle School/Teen Program
- Sports and Fitness Program
- CYS Liaison Education and Outreach Services (CLEOS): Outreach Services and School Liaison Services

Parent Central

All patrons wishing to participate in child care and/or recreational activities offered by CYS Services must complete the registration process prior to utilizing the programs. Children identified as having a special need must complete the special needs accommodation planning team process prior to utilizing the programs.

Fees

As an initiative offered through the Army Family Covenant, no annual registration fee is assessed to patrons. CYS Services will honor the registration from the previous installation if the registration is current and documentation is provided.

Documents needed to register:

- Current immunization records (Birth-Elementary School)
- Child health assessment/Sport physical (within the last 12 months). Sport physical must be valid for the entire selected sport season.
- Proof of total family income (LES and pay statement)
- Family care plan (Single and Dual Military and deployable Civilians)
- Two local release/emergency designees (address and telephone numbers)
- Household and/or work email address
- All Family members social security number
- School grade and school year
- State specific USDA Food Application
- Special Needs information if applicable
- Residence and mailing address (if different)

For information on Respite Care availability and a waiting list, contact the CDC Center as soon as possible.

Eligibility

Any child/youth between 4 weeks and 18 years of age who is a dependent of an:

- Active Duty Military Member
- Department of Defense (DOD) Civilian
- DOD Contractor
- Retired Military
- Reservist on Active Duty
- National Guard
- Coast Guard

Priority Care

The Priority Care List start when the Child Development Center is full, the Family Child Care is full and the Off post referral (Family Child care in your Neighborhood) is full- than the priority list stat on first come first serve, "Wounded Warriors are priority one".

Hourly care fees are due the same day care is rendered at the time the child(ren) is picked up.

Preschool program is a full day 5:30 a.m. - 5:30 p.m., before and after school.

Family Child Care (FCC)

Family Child Care (FCC) offers age appropriate care for children four (4) weeks through twelve (12) years of age in certified FCC homes on and off the installation. Hourly, full and part-time, extended and long term care are offered. The FCC program offers family members self-employment opportunities, which includes no cost training and start-up support. Some FCC homes are accredited by the National Association of Family Child Care (NAFCC). For more information on the FCC program, you may contact the FCC office at 210-221-3828 or DSN 312-471-3828.

School Age Services (SAS)

The School Age Services Program is located in Building 1705 off Winans Road. The SAS Program is accredited by the National After School Association and certified by Department of Defense an offers a Before and After School Program, Open Recreation Program, Reserve Hourly Care, Seasonal Camps (Spring, Fall, Winter, and Summer) and Teacher In-Service Camps for children in first through sixth grades.

The Before School Program operates Monday-Friday from 6 a.m. until school begins on Fort Sam Houston Elementary School regular school days. The After School Program begins at the release from school and until 6 p.m. daily. All children using the School-Age Services Program must be registered with Child and Youth Services Central Registration.

Youth Services

Youth Services

To assist you with the transition, the Youth Center will send you an information packet concerning youth issues upon request. Please call the Youth Center at 210-221-4882.

Youth Center

The Youth Center at Fort Sam Houston is located in Building 1630 and provides a variety of activities for the military youth and family. Business hours are Monday - Friday 10:00 -7:00 pm. Middle School Recreation hours are Monday - Thursday 3:00-8:00 p.m. and Friday and Saturday 3:00-10:00 p.m. Teen Recreation hours are Monday - Thursday 3:00 -8:00 p.m. and Friday and Saturday 3:00 -11:00 p.m.

The Youth Center offers an extensive program of activities that include sports, camps, lock-ins, dances, workshops and seminars, classes, field trips, homework center, computer lab and much more.

Self-directed programs include: Pool, pingpong, board games, air hockey, television and reading materials. Program directed activities include: Pool parties, game tournaments, day trips, family bingo, movie nights, holiday parties and high adventure trips.

Some additional programs offered at the Youth Center include:

- Teen Advisory - A teen advisory council has been established to allow a free flow of communication among the youth and the staff. With input from teens and pre-teens, the Youth Center staff will be able to better serve the military family by providing interesting and relevant programs and classes.
- The High Adventure Trip Program is offered to teens throughout the year to develop their group initiatives, team building and leadership skills. In the past, teens have traveled to Big Bend National Park, Garner State Park, Canyon Lake State Park, Corpus Christi, Six Flags and Astro World.
- The Teen Rap Group meets on Fridays at 8 p.m. to discuss issues and problems relevant to the youth at Fort Sam Houston.

The Youth Center has various college catalogs available with curriculum and financial information.

For additional information on all programs, call the Youth Center at 210-221-4882 or DSN 312-471-4882.

After School Age Services

School of Knowledge, Inspiration, Exploration and Skills (SKIES)

SKIES, provides classes to develop life skills, character development, and cognitive, social, and emotional development. Instructional classes are offered in multiple disciplines to include but not limited to piano, martial arts, driver's education, tutoring, tennis, soft/baseball hitting and pitching, dance and cooking.

Experience, Develop, Grow and Excel! (EDGE)

EDGE!, provides out-of-school opportunities for 6-18 year old children and youth to participate in "cutting-edge" art, fitness, life skills and adventure activities, know as Art EDGE!, Fit EDGE!, Life EDGE!, and Adventure EDGE!

To deliver these programs, CYS Services has formed partnerships with garrison MWR activities (i.e., bowling, golf, arts & crafts, fitness center, etc).

Enrollment/patron payments for EDGE! Activities will be handled through CYS Services using CYMS but the activities will be conducted by MWR subject matter experts and take place in designated MWR facilities. A CYS Services CYPA will be available for line-of-site supervision.

CYS Services will pay the MWR activities for their services on a monthly basis IAW established partnership contracts.

HIRED! Apprenticeship Program

The HIRED! Program provides 15-18 year old youth with meaningful, career-exploration opportunities in Family and Moral, Welfare and Recreation (FMWR) operations, while offering valuable work experience and training to better equip each participant with the skills needed for a highly competitive job market. Cash award offered upon successful completion of the term. MWR Exploratory Career Fields: Marketing, Food & Beverage Management, Library Information & Science, Physical Ed & Sports Management, Child and/or Youth Development, Theater Arts, and Recreation & Tourism Management. For additional information and eligibility contact HIRED!

Family Center

Programs and Services

A key resource on your installation and a gateway to accessing all of the resources available to you, the Army Community Service provides information, support and services to help you balance the demands of family and the military lifestyle. The Army Community Service is one part of the overall installation family support system, which is the network of agencies, programs, services, partnerships and individuals that supports your personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness. The Army Community Service should be one of your first stops upon arriving at an installation; its programs and services will be an important resource for you and your family.

Deployment Readiness -- Assists you during all phases of the deployment cycle. We provide programs and services to individual soldiers, civilians, and family members throughout the deployment process. We educate you on what to expect and the best ways to prepare.

Relocation Readiness -- Provides information, referral, resources and tools to help you with permanent change of station (PCS) moves and post-move orientations. We maintain a loan closet from which families may borrow basic household goods. We also assist you with in-transit emergencies by providing classes on move-related topics such as buying or selling homes and individual PCS planning, among others. We serve as liaison to citizenship, immigration, and multicultural diversity information, and provide outreach to waiting families.

Personal Financial Readiness -- A program to assist you in sustaining financial self-sufficiency. You can learn more about debt liquidation, thrift savings plans, consumer and credit issues, and predatory lending.

Employment Readiness -- The training and information provided can help you identify and reach your employment and career development goals, manage the challenges associated with a mobile lifestyle and develop job search skills. Assists you in acquiring skills, networks, and resources that will allow you to participate in the work force and to develop a career/work plan.

Family Life Education -- Provides you with information and education about a variety of life cycle issues, including parenting and relationships, among others, to help you strengthen your relationships.

Information and Referral -- An integral function of the family center, information and referral services can assist you in locating needed services and programs available on your installation, through civilian agencies in the local community, and connect to national resources.

Army Community Service may also provide other services, such as counseling, family advocacy, fitness and recreation programs and Exceptional Family Member support. Services vary by location.

Installation Specific Information

Warrior & Family Support Center (WFSC)

A dream turned into reality on Dec 1st as the keys were presented to the Warrior & Family Support Center program director for the new 12,000 square foot Warrior and Family Support Center at Fort Sam Houston.

For the last five years the WFSC was located in a 1,200 square foot room in the Powless Guest House conference room with one desk shared by employees in a very crowded room filled with wounded warriors and Family members.

Today the dream of a new home for the WFSC became a reality thanks to more than 5,500 financial contributors, 75 companies that provided discounted foods or services in the construction and furnishing of the building, the hundreds of dedicated volunteers who have served on behalf of the wounded warriors and their Families and the military staff who recognized the need and support the mission to completion.

The new facility will be more than just a place to watch TV. The rooms exude warmth, friendliness and comfort. The WFSC has always provided that environment for Warriors and their Families but now the new "home" has much more adequate space and capabilities to carry out that mission.

The 4.5 million privately funded building offers big screen TVs in virtually every imaginable spot, to include the back patio over the two way fireplace, plus a library of DVDs. A computer lab has over 20 computers to check e-mail or use the internet. The theater and game room has an assortment of XBOX games and many craft activities. Home baked refreshments are plentiful in the dream kitchen, where the coffee pot is always on. The great room offers several seating areas with leather sofas to sink into and just relax or read some of the many books and magazines.

The large open front and back porch areas are equipped for cookouts and the butterfly garden provides tranquil personal space on its pathways or by the peaceful flowing waterfall and pond.

Soldier and Family Assistance Center (SFAC)

Sponsor mutual support, comradeship, and healing for Warriors in Transition and their Family members by providing the best social, financial, educational, vocational, legal, military, and information/referral services available. We create a supportive environment for Warriors in Transition and their Family members to receive these services. Our efforts are aimed at fostering dignity and independence, enabling the Warrior in Transition to move back to duty or to serve as a vital member of their home civilian community.

A one-stop location for Warriors in Transition (WT) and their Families:

- Military Personnel
- Warrior & Family Support Center Logistics/Transportation/Events
- SFAC Outreach Services
- MWR Support
- Financial Assistance
- Chaplain/Counseling
- Legal Assistance
- Office of Personnel Management (OPM)
- Finance (DFAS)
- Federal Benefit Counseling
- State Benefit Counseling
- Education/Employment
- Army Career Alumni Program Services
- TSGLI & Combat Related Special Compensation/Army Wounded Warrior Program (AW2)
- Army Substance Abuse Program
- Free Computer Internet Access

Financial Assistance

Plan a PCS Budget

Whenever you PCS, you are going to be faced with some unusual expenses. This list gives some of them, but you may find others. Begin to plan ahead!

- Travel cost: tickets, gasoline, food and lodging, tolls, car tune-up, new tires before the trip, emergency repairs along the way
- Deposit: damage and rent deposit on new apartment, utilities, telephone, and cable
- Closing costs if buying or selling a new house
- Temporary lodging at the old post and at the new post
- Food: restocking the refrigerator and food pantry
- Household incidentals: light bulbs, toilet paper, soaps, cleaning supplies and equipment
- Curtains

Local Cost of Living

According with the San Antonio Business Journal, the most affordable large Texas city for housing is San Antonio, which ranked seventh most affordable in a study by Bizjournals that compared housing costs and income levels in the 95 U.S. metros with population above 500,000. The study used statistics survey conducted by the U.S. Census Bureau.

Forbes.com cited the Alamo City as an area whose housing prices did not overheat during the housing boom and as a result, the market is experiencing growth and interest among homebuyers. It's no wonder the current price of an existing single-family home is a genuine bargain at \$182,000 according to the San Antonio Board of Realtors also indicated that price appreciation continues to show a steady increase in the value of homes in the area.

Minimum Car Insurance

Texas law requires minimum coverage of \$20,000 per injured person, up to a total of \$40,000 for everyone hurt in an accident and \$15,000 for property damage. This basic coverage is called 20/40/15 coverage. However, basic coverage might not be enough if you are held liable for an accident. You should consider buying more than the basic limit.

Advance Pay

When you PCS you can get up to 80% of your entitlements in advance to help you pay for lodging, gasoline, food, rent deposits, utilities, etc. NOTE: Don't take or spend advance pay unless it is absolutely essential. You will pay it back by monthly deductions from your pay. So you will have less to live on every month until it's all paid back. Be even more cautious of considering a casual pay.

Other Financial Impacts

There may be other financial impacts of a PCS move. Here are some examples:

- Do we depend on the money my spouse gets from his or her job? How long will it be before he or she can get a new job? Will it pay as well? We may have to live on less money for a couple of months, or more.
- Higher cost of living. This includes not only higher housing and food costs, but also things like having to drive further to work, child care costs, school costs, etc.
- Lower BAH. The Fort Sam Houston Financial Program offers financial planning assistance and consumer affairs services to soldiers, DOD civilians and family members.
- The services include training in basic financial skills, information on consumer goods and services, budgeting and debt liquidation workshops, and classes on the use and abuse of credit. Also provides debt liquidation services, checkbook management counseling, and financial planning assistance.

Legal Assistance

Legal Services

The Fort Sam Houston Legal Assistance Office offers free legal services to active duty personnel retired service members, as well as their dependents. The services offered by the office, as part of the U.S. Army Judge Advocate General's Corps, exemplify the government's commitment to the Soldier and the Soldier's family. This article highlights the services offered on post at the Legal Assistance Office and answers basic questions about common legal problems.

Estate Planning/Wills

Over half of our clients seek help in estate planning. Most of these clients need assistance drafting wills. If your post-death estate is less than \$2,000,000 (including life insurance), we can draft your will. If your estate is higher than that amount, you will be referred to a civilian estate planner. Once your estate exceeds \$2,000,000, the government will tax the excess at approximately 50%. For example, if you died with an estate of \$3 million, the first \$2,000,000 would pass to your heirs without tax while the remaining \$1,000,000 would be taxed, giving about \$500,000 to the government. To avoid these taxes, you should see an estate planner.

Drafting a will requires two appointments at our office:

- (1) An initial meeting with an attorney to discuss how you would like to dispose of your property.
- (2) A second meeting to review the will and have it executed, with the necessary formalities.

In addition to basic wills, Fort Sam Houston is the **only** military installation in the country to offer probate services. Once a person dies, his or her will is usually probated by the county probate court to transfer title of property and other assets pursuant to the will.

Our paralegal helps in the preparation of:

1. Affidavits of heirship
2. Small estate affidavits
3. Muniments of title
4. Applications for letters testamentary
5. Orders for probate.

Our paralegal will also coordinate with the probate court to ensure the entire process runs smoothly.

Family Law

Over one-fifth of our clients seek assistance for family matters, particularly divorce and related matters.

If you qualify, our office will prepare your divorce paperwork, including the petition and necessary affidavits. To qualify for a pro se divorce, you must satisfy the following requirements:

1. No children
2. You and Spouse agree to divorce
3. Resident of Texas for at least six months and resident of County where you will be filing paperwork for the last 90 days
4. No jointly held significant assets like real property

If you don't meet those requirements, we can advise you on Texas divorce law but you will ultimately be referred to a civilian attorney.

In divorce matters, we help clients prepare the paperwork for the court; the client is then responsible for filing with the document with the court and appearing before the judge. Under Army Regulations, JAG attorneys cannot appear in court

for a client.

Debts

Attorneys in our office routinely assist clients who are in debt. Federal Law, including the Service members Civil Relief Act, can help Soldiers manage their debts. The Legal Assistance Office will also contact debtors to lower interest rates and negotiate settlement of debts. Soldiers still have to pay for goods and services received, but our attorneys can advise you of your rights and options.

Landlord/Tenant Law

Texas Law has set rules for the rights and responsibilities of tenants and landlords. For example, before a tenant vacates a property, (S)he must give at least 30 days notice of intent to vacate; the tenant must give notice even if the time of the lease is up. Once a tenant vacates (after giving proper notice), the landlord must return the security deposit within 30 days or send the tenant a written explanation of why the deposit was withheld. If the landlord fails to do so, the tenant can recover \$100 plus three times the portion of the deposit wrongfully withheld, and the tenant's reasonable attorney's fees in a suit to recover the deposit.

Military Law

The Legal Assistance Office can also help prepare appeals to NCOER's and OER's, Article 139 decisions, letter and memoranda of reprimand, and reports of survey. If you are facing these issues, an attorney in legal assistance can walk you through the procedures and help you with your case.

Additional Services

The Legal Assistance Office also provides free notary services and assists with power of attorney on a walk-in basis. Finally, remember that the Legal Assistance Office was established to help the Soldier. We're here to answer legal questions and help resolve legal problems. We take our duty to the Soldier (both active and retired) and the Soldier's family very seriously and look forward to helping you in the future.

Household Goods Claims

For claims go to the following [website](#).

Please contact us at 210-221-2353/2282 for our hours of operation or to set up an appointment.

Deployment Support

Family Deployment Support

Army Community Service Deployments Assistance/Soldier and Family Readiness Program offer support and resource assistance and referral to soldiers and family members preparing for a military separation.

- Resource materials for soldiers, spouse, and children prior to deployment and prior to reunion.
- Resource materials for Family Readiness Groups
- Briefings and Workshops available for units, Family Readiness Groups and/or community
- Video Conferencing Equipment for communication between soldier and family.
- Waiting Families support activities during deployment.

For additional information call the Mobilization/Deployment Readiness Program at 210-221-2418.

Hearts Apart Support Group

Hearts Apart is a group designed for spouses that are geographically separated due to an unaccompanied tour or an extended TDY or deployment. The meeting is scheduled the first Saturday of every month from 1:00 - 3:00 p.m. and every month a new presentation topic is selected. Food and prizes are provided. For more information contact the Relocation Readiness Program at 210-221-2418.

Health Care - Overview

Moving With TRICARE

Your [TRICARE](#) coverage is completely portable—meaning it moves with you. You're covered worldwide—both in transit to your new duty location and once you arrive—but depending on where you go you may use a different TRICARE health plan option. Additionally, you may have different steps depending on which health plan option you are using now.

When Enrolled in a TRICARE Prime Option

The TRICARE Prime options include TRICARE Prime and TRICARE Prime Remote in the United States, and TRICARE Prime Overseas and TRICARE Global Remote Overseas in regions outside of the United States. Follow these simple steps to ensure you have no break in coverage when you move.

1. Do not disenroll from your TRICARE Prime option before you move.
2. Once you arrive at your new location, update your personal information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) immediately.
3. Select a new primary care manager (PCM), when moving within the same region or submit a new Prime enrollment form within 30 days if you're moving to a new region.

Where you are moving will determine which Prime option you will enroll in.

Prime Options in the United States

TRICARE Prime

TRICARE Prime is offered in Prime service areas—geographic areas typically located around a military treatment facility—throughout the country.

- North Region [Health Net Federal Services, Inc.](#), 1-877-TRICARE (1-877-874 2273)
- South Region [Humana Military Healthcare Services, Inc.](#) 1-800444-5445
- West Region [TriWest Healthcare Alliance](#) 1-888-TRIWEST (1-888-874-9378)

If you move to a new Prime service area, transfer your enrollment by submitting a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Be sure to include all family members who wish to use Prime on the form.

TRICARE Prime Remote

In non-Prime service areas, TRICARE offers TRICARE Prime Remote. To enroll, submit a TRICARE Prime Enrollment and PCM Change Form to your regional contractor. Any TRICARE-eligible family members living with you in a TRICARE Prime Remote area can enroll in TRICARE Prime Remote for Active Duty Family Members. Be sure to include them on the enrollment form.

Prime Options Outside of the United States

TRICARE Prime Overseas

TRICARE Prime Overseas is offered in overseas areas where there are military treatment facilities or areas in which TRICARE has established a network of qualified host nation providers.

- TRICARE Eurasia-Africa Toll free: 1-888-777-8343; Commercial 011-49-6302-67-7432; DSN 314-496-7432 Fax Numbers: Commercial 011-49-6302-67-6374; DSN 314-496-6374 or [e-mail](#)
- TRICARE Pacific Toll free: 1-888-777-8343; Commercial 011-81-6117-43-2036; DSN: 643-2036; Remote Sites: 011-65-6-338-9277 Fax Numbers: Commercial 011-81-611-743-2037; DSN: 643-2037 or [e-mail](#)

- TRICARE Latin America & Canada (TLAC) Address: TAO-LAC, Bldg 38802, Ft Gordon GA 30905-5650; Toll free 1-888-777-8343; 1-706-787-2424; DSN: 773-2424 Fax Number 1-706-787-3024 or [e-mail](#)

If you move to an area in which TRICARE Prime Overseas is offered, transfer your enrollment by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center. Command-sponsored family members who reside with you are eligible for TRICARE Prime Overseas. Be sure to include all family members who wish to use TRICARE Prime Overseas on the form.

TRICARE Global Remote Overseas

TRICARE Global Remote Overseas is a Prime option offered in designated remote overseas locations. If you move to an area in which TRICARE Global Remote Overseas is offered, you and any authorized family members living with you may enroll by submitting a TRICARE Prime Enrollment Form to the nearest TRICARE Service Center.

Before you move to another overseas area or to an area within the United States, contact the nearest TRICARE Service Center. Then, when you arrive in your new area, transfer your enrollment.

When Using TRICARE Standard and Extra

TRICARE Standard and Extra are available to family members only. Active duty service members are required to enroll in one of the Prime options described above.

TRICARE Standard and Extra are available throughout the United States and enrollment is not required. Any active duty family member who is registered in DEERS may use these programs by seeing any network or non-network providers that are authorized by TRICARE. In areas outside of the United States, active duty family members who don't want to use a Prime option may use TRICARE Standard Overseas by seeing qualified host nation provider.

If you're already using TRICARE Standard and Extra, moving is easy.

1. Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
2. Then, find TRICARE-authorized providers in your new area.

Here are a few things to remember about using TRICARE Standard and Extra in a new region

- In the U.S.: Visit your new regional contractor's Web site for a list of providers. Remember, if you see network providers, you'll be using the Extra option and pay lower copayments.
- Outside of the U.S.: Contact your TRICARE Service Center for help locating a qualified host nation provider. The TRICARE Extra option is not available in overseas areas.
- If you move to a new region, you'll have a new claims address for submitting your TRICARE claims.
- Learn your new region's prior authorization requirements because these requirements can differ by region.

When Using TRICARE For Life

TRICARE For Life—TRICARE's coverage for those who are eligible for Medicare—requires no enrollment and you'll have a smooth transition when you move. [TRICARE for Life](#) contact information: WPS TRICARE For Life, P.O. Box 7889, Madison, WI 53707-7889; 1-866-773-0404; TDD 1-866-773-0405

- Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.
- Find Medicare providers in your new area.

If you move overseas, your TRICARE For Life coverage may change depending on where you move. In U.S. Territories such as Guam, Puerto Rico and the U.S. Virgin Islands, TRICARE For Life coverage works the same as the stateside program. But, in all other overseas locations, TRICARE For Life Overseas works differently because Medicare does not

provider coverage in most overseas locations. Therefore, TRICARE is the primary payer. You can get care from any host nation provider and you will be responsible for TRICARE deductibles and cost shares.

Contact the TRICARE Area Office for the overseas area where you are moving or the nearest American Embassy Health Unit for assistance finding a host nation provider.

Getting Care Along the Way

- Routine Medical and Dental Care—Get it before you go.

Before you move, make sure you've received any routine medical or dental care you think you might need during the time you'll be traveling. Or, delay the care until you get to your new duty location.

- Emergency Care in the United States—Call 911 or go to the nearest emergency room.

TRICARE defines emergency care as medical services provided for a sudden or unexpected medical or psychiatric condition, or the sudden worsening of a chronic (ongoing) condition that is threatening to life, limb, or sight and needs immediate medical treatment, or which has painful symptoms that need immediate relief to stop suffering. If you're traveling near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are hospitalized in a civilian facility for more than 24 hours, contact your regional contractor

- Urgent care in the United States—Coordinate with your PCM and/or regional contractor

TRICARE defines urgent care as medical care for a condition that will not result in disability or death if not treated immediately but should be treated within 24 hours to avoid further complications. If you are in a Prime program, you must coordinate urgent care with your primary care manager and/or regional contractor before receiving care. If you are in TRICARE Standard and Extra or TRICARE For Life, you can receive care as you normally would. You should, however, contact your contractor as soon as possible to coordinate any prior authorizations that are needed.

- Emergency or Urgent care Overseas—Contact closest TRICARE Area Office or TRICARE Global Remote Call Center.

You don't need prior authorization for emergency or urgent care but the TRICARE Area Office or TRICARE Global Remote Call Center will help you find the best care available in the overseas area in which you are traveling.

Filling Prescriptions on the Road

You should have all your prescriptions filled before you leave, but if you need a prescription filled while you're traveling in the United States, you have several options:

- If near an MTF, fill the prescription at the MTF pharmacy.
- Find the closest TRICARE network pharmacy.
- If a network pharmacy is not available, you can visit a non-network pharmacy. In this case, you may have to pay up front for your medications and file a claim with Express Scripts, Inc., for reimbursement. For more details, visit the [TRICARE web site](#)
- The mail-order option is not recommended for a prescription you need right away, but if you'll be traveling for a long time, you can arrange for any regular prescriptions to be filled via the mail-order pharmacy.

Your pharmacy coverage is limited overseas:

- TRICARE network pharmacies are only located in the United States, Puerto Rico, Guam and the U.S. Virgin Islands. You can have prescriptions filled at host-nation pharmacies, if necessary. Host-nation pharmacies are treated the same as non-network pharmacies. If you have prescriptions filled at a host-nation pharmacy, you should expect to pay for the total amount up front and file a claim with Wisconsin Physicians Service for partial reimbursement. To learn more about pharmacy claims, visit the [TRICARE web site](#).
- To use the mail-order pharmacy overseas, the prescription must be from a U.S. licensed provider and you must have an APO or FPO address.

If You Have Questions

Your regional contractors and TRICARE Area Offices are available to answer your questions. These offices are listed above. Find even more information about moving, updating DEERS, the TRICARE regions and much more at the [TRICARE web site](#).

Installation Specific Information

Installation Hospital

Brooke Army Medical Center is a modern state-of-the-art, health care facility that provides Level 1 Trauma and Graduate Medical Education. The physical appearance and efficiency of space throughout the hospital creates a user-friendly, high quality health care environment for patients, their families and health care providers.

Located in the eastern sector of Fort Sam Houston, this ultra modern facility, incorporating many high technology features, is six times larger than the old Main Hospital. The Medical Center complex houses seven buildings, with a total of 1,473 million square feet of operational space and one million square feet of interstitial space. It includes a medical treatment facility, a medical research laboratory and a central energy plant.

The multi-storied medical treatment facility is the primary structure in the medical complex. There are 450 inpatient beds of which 48 are ICU beds and 40 are dedicated to the Institute of Surgical Research. The Hospital is capable of expanding to 651 beds if needed to support wartime mobilization.

The hospital includes 12 operating rooms, five oral surgery suites, four dental rooms, a diagnostic and therapeutic radiology center, a same day surgery suite and the requisite outpatient clinic and ancillary support services. The auditorium on the fourth floor seats 278 and the dining facility on the lower level seats 198.

Medical Care

Brooke Army Medical Center is the Army's most modern health care facility and the Army's only Level 1 Trauma Center. The graduate medical education programs, residents and fellowships provide the highest quality specialty care. It is the home of the world famous Institute for Surgical Research and its Burn Center. There are 58 specialty clinics and we conduct more than 600 ongoing research protocols each year in areas such as cardiology, dermatology, orthopedics, urology and emergency medicine.

Postgraduate education is integral to the Medical Center mission. There are almost 275 physicians in intern, residency and fellowship training in 24 specialties annually. More than 550 medical students rotate through the clinic internship from many civilian medical schools each year. Other courses at BAMC include physical therapy, dietetics, pharmacy, health care administration, operating room nursing, critical care nursing and clinical pastoral education.

The Brooke Army Medical Center TRICARE Service Center (TSC) has relocated from the lower level of Brooke Army Medical Center (BAMC) to the main post area of Fort Sam Houston: building #1102, along Garden Avenue about one mile east of the McWethy Troop Medical Clinic. Walk in hours for the TSC will continue to be Monday through Friday, 7:30 a.m. - 4:30 p.m. Beneficiaries are encouraged to call TRICARE toll free at 1800-444-5445 for those issues that can be handled by phone.

Also relocated with the TRICARE Service Center are BAMC's Health Benefits Advisors, Beneficiary Counseling and Assistance Coordinators (BACAC), Debt Collection Assistance Officer (DCAO) and TRICARE Plus Coordinators who can

provide a full range of information and assistance.

Sick Call -- Sick call for all military personnel assigned to Fort Sam Houston, except those at BAMC, is held at the McWethy Troop Medical Clinic which is located on Garden Street, next to Budge Dental Clinic. Sick call for Fort Sam Houston trainees is from 5:15 until 7:30 am on walk in basis.

Permanently assigned active duty to Fort Sam Houston should call 210-916-3000 to make either an urgent or routine care appointment. Emergencies are seen on a walk in basis. Active Duty members assigned to BAMC should call 210-916-3000 to schedule their sick call appointments with BAMC Family Medicine Service. All active duty should have an "Individual Sick Slip," DD Form 689, from their unit or ID Card before reporting to sick call.

Active duty members assigned to Fort Sam Houston or BAMC along with any enrolled TRICARE Prime beneficiary enrolled to any BAMC TRICARE Prime Clinic can be seen after duty hours from 4:30 pm until 8:30 at the BAMC Consolidated Primary Care Clinic located next to the emergency room at BAMC.

Dental Care

The Fort Sam Houston Dental Activity (DENTAC) operates four Dental Clinics. Active duty soldiers are designated a clinic according to the unit to which they will be assigned. After normal duty hours, emergencies are seen at the BAMC emergency room.

Family Members are referred to local private dentist. provided they have Concordia Dental TRICARE.

Special Needs - Health Care

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Military Treatment Facility

The clinics and services available at [Military Treatment Facilities](#) vary by location. Before you move, identify the MTF that will serve you, visit the MTF's website to learn about the clinics and services available and to get relevant contact information.

Moving to a New TRICARE Region

If you anticipate a move to another [TRICARE region](#), work with your local TRICARE Service Center (TSC) or case manager before your move to ensure the transition is as smooth as possible. On arrival at the new duty location, your sponsor should contact the Beneficiary Counseling and Assistance Coordinator (BCAC) or TSC to ensure the transition plans are in place and to obtain authorizations for TRICARE [Extended Care Health Option](#) (ECHO) services, if applicable.

Beneficiary Counseling and Assistance Coordinator (BCAC)

All TRICARE Regional Offices and most MTFs are staffed with [BCACs](#) (formerly known as Health Benefits Advisors.) [BCACs](#) provide information, guidance and assistance on benefit options, TRICARE Prime enrollment, special authorizations, status of claims and eligibility, plus assistance with referrals and appointments. If you or your family member has a more severe medical need, contact your assigned [case manager](#).

Case Management

Case management involves a team of health care professionals who help you and your family to find solutions to complex health problems. It is important to inform your case manager if you are moving as he/she will connect you with the case manager at your new location.

Extended Care Health Option (ECHO)

TRICARE [ECHO](#) provides financial assistance to beneficiaries of active duty service members who qualify based on specific mental or physical disabilities. ECHO offers an integrated set of services and supplies beyond the basic TRICARE program. ECHO is administered by regional contractors in the TRICARE North, South, and West Regions and by TRICARE Regional Offices in overseas locations.

Transporting Medical Equipment

Your [Installation Transportation Office](#) has special procedures to follow for the transportation of medical equipment that is necessary for medical treatment required by the sponsor or family member. Some types of medical equipment may be shipped in the same manner as Professional Books, Papers, and Equipment (PBP&E).

Federal and State Health Care Programs

Medicaid - [Medicaid](#) pays for medical assistance for certain individuals and families with low incomes and resources. State Medicaid programs are usually administered by departments of social service or departments of medical assistance.

Supplemental Security Income (SSI) - [SSI](#) is a cash assistance program intended to meet basic needs for food, clothing and shelter for those who are aged, blind or disabled. It provides cash to meet basic needs for food, clothing, and shelter. Families must reapply upon each move to another state.

Title V of the Social Security Act - Many states have services for children with special health care needs that are funded by the Maternal and Child Health Services Block Grant, or [Title V](#). State departments of health web sites and local health departments will provide information on state health benefits for children with special health care needs. The Maternal and Child Health Bureaus' web site has Title V information organized by State that provide you with [Title V points of contact](#) and other pertinent information.

Other Important Resources

Debt Collection Assistance Officer (DCAO) - TRICARE has a [DCAO](#) assigned to TRICARE Regional Offices and MTFs worldwide to help beneficiaries understand and get assistance with debt collection problems related to TRICARE. Individuals who have received a notice from a collection agency or a negative credit report because of a medical or dental bill should be referred to the nearest [DCAO](#).

Family Voices - [Family Voices](#) is a national, grassroots clearinghouse for information and education concerning the health care of children with special health needs. Family Voices also has State points of contacts with useful links to State programs and organizations.

Installation Specific Information

Exceptional Family Member Program (EFMP)

In accordance with AR 608-75, the Exceptional Family Member Program is a mandatory enrollment program that is based on public law and Department of Defense mandates. It works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personnel services to families with special needs.

Early enrollment in the program is the soldier's guarantee that the Army will do its best to match the soldier's grade and specialty with a location where the exceptional family member's needs can be met. Soldiers who are enrolled are still subject, however, to worldwide assignment, and like any other soldier, may be called upon to serve an unaccompanied tour. Soldiers are enrolled permanently in the program unless medical or special education needs warrant case closure or the soldier is separated from the Army. Soldiers are responsible for keeping their exceptional family member's medical and/or special education documentation current. A review is required as exceptional family member's condition changes or at least every three years whichever comes first.

At Fort Sam Houston please contact the Exceptional Family Member Program Coordinator at 210-221-2418.

Education - Special Education/EIS

Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

Children from Birth to Three Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and territories to provide [early intervention services](#) to children from birth to age three who are developmentally delayed, or who are at high risk of being developmentally delayed. Early intervention services may be provided by local school districts or health departments. There is no common name across States for the programs, but you may hear them referred to as Part C programs (because Part C is the section of the IDEA that pertains to early intervention).

The [National Early Childhood Technical Assistance Center](#) provides a list of State Part C directors and funded programs at their web site. [Military OneSource](#) can identify local early intervention programs for you.

- Parents of children who receive early intervention services should hand-carry a copy of the Individual Family Service Plan (IFSP) and most current evaluation reports to the new location.

Children from 3 through 21 Years of Age

The Individuals with Disabilities Education Act (IDEA) requires all States and Territories to provide [special education services](#) to children who are from 3 through 21 year of age. Each local school district has a special education director, and each school should have a case study committee or school based committee (terms differ) that attends to special education students' needs.

Parents of children receiving special education and related services should hand-carry all pertinent school and medical documents to include their children's Individualized Education Program (IEP) and current testing and evaluation reports to the new school.

The IDEA requires that if a child transfers to a district in the same state, the receiving school must provide comparable services to those in the child's IEP from the sending district's until the new school develops and implements a new IEP. If a child transfers to another State, the receiving district must provide comparable services to those in the child's IEP from the sending district until the receiving district completes an evaluation and creates a new IEP.

Others who can help you:

- **Parent Training and Information Centers** Each state is home to at least one Parent Training and Information Center (PTI). PTIs serve families of children and young adults from birth to age 22 with all disabilities: physical, cognitive, emotional, and learning. They help families obtain appropriate education and services for their children with disabilities; work to improve education results for all children; train and inform parents and professionals on a variety of topics; resolve problems between families and schools or other agencies; and connect children with disabilities to community resources that address their needs. [The Technical Assistance Alliance for Parent Centers](#) provides addresses and phone number of the centers in your state.
- **STOMP (Specialized Training of Military Parents)** is a federally funded Parent Training and Information (PTI) Center established to assist military families who have children with special education or health needs. The staff of the [STOMP Project](#) are parents of children who have disabilities and have experience in raising their children in military communities and traveling with their spouses to different locations.

6316 So. 12th St.
Tacoma, WA 98465
253-565-2266 (v/tty)
1-800-5-PARENT (v/tty)
Fax: 253-566-8052

[Email](#)

Installation Specific Information

If your child is currently enrolled in a special education program, it is vital that the principal or counselor be notified of this fact at the time of registration. If you feel that your child is in need of referral to a special education program, work with the school principal to set up the testing process.

Parent Information Line

1-800-252-9668 (Toll Free)

This toll free message line is reserved for parents and other family members who have questions about students rights and regulatory requirements as they relate to special education complaints investigations, mediations, and due process hearings. Trained professionals return calls during normal business hours.

Special Education Services

Students with disabilities are guaranteed an equal opportunity for a free and appropriate public education. Services are provided in the least restrictive environment appropriate to meet individual student needs.

Students who are ages three through twenty-one with one or more of the following disabilities may be eligible for special education:

- Learning Disability
- Visual Impairment
- Emotional Disturbance
- Speech Impairment
- Orthopedic Impairment
- Mental Retardation
- Auditory Impairment
- Deaf Blind
- Multiple Disabilities
- Autism
- Traumatic Brain Injury

Students who are visually impaired, Hearing impaired, or both, may be served from birth through twenty-one years of age.

For additional information please see Child and Youth Service Special Needs Contact topic below.

Contact Information

Stanley Road
Bldg. 2797
Suite 95
Fort Sam Houston, TX 78234-5095
Phone 210-221-2418
Phone (DSN) 312-471-2418
Fax 210-221-2040
Fax (DSN) 312-471-2040

[Email](#)
[Website](#)

Adult Education Centers

Army Continuing Education System (ACES)
2408 North New Braunfels
Fort Sam Houston, TX 78234
Phone 210-221-1738
Phone (DSN) 312-471-1738
Fax 210-221-1948
Fax (DSN) 312-471-1948

[Website](#)
Mon - Thu 8:00 a.m. - 7:00 p.m.
Fri 8:00 a.m. - 5:00 p.m.
Sat and Sun - closed

Automotive Services

Auto Craft Center
1212 Stanley Road
Fort Sam Houston, TX 78234
Phone 210-221-3962
Phone (DSN) 312-471-3962
Fax 210-221-4883
Fax (DSN) 312-471-4883

Mon - Tue - closed
Wed - Fri 1:00 - 9:00 p.m.
Sat and Sun 9:00 a.m. - 5:00 p.m.

Barracks/Single Service Member Housing

Better Opportunities for Single Soldiers (BOSS)
1212 Stanley Road
Fort Sam Houston, TX 78234
Phone 210-221-4829
Phone (DSN) 312-471-4829
Fax 210-229-9134

Mon - Fri 7:00 a.m. - 8:30 p.m.
Sat and Sun 1:00 - 9:00 p.m.

Adult Education Centers

San Antonio College Continuing Education
1300 San Pedro Ave,
San Antonio, TX 78212
Phone 210-733-2000
Fax 210-733-2549 (Admin.)

[Website](#)
Mon - Fri 7:00 a.m. - 3:00 p.m.
Sat and Sun - closed

Automotive Services

Car Care Center/Firestone
Convenience Store/Gas
Station/Walters
890 Patch Road
Fort Sam Houston, TX 78234
Phone 210-224-0209

Mon - Fri 7:00 a.m. - 7:00 p.m.
Sat 7:00 a.m. - 6:00 p.m.
Sun 9:00 a.m. - 5:00 p.m.

Barracks/Single Service Member Housing

Unaccompanied Personnel Housing (UPH)
1706 Stanley Road
BLDG 367
Fort Sam Houston, TX 78234
Phone 210-221-2381 / 210-295-8564
Phone (DSN) 312-471-2381
Fax 210-221-2626
Fax (DSN) 312-471-2626

Mon - Fri 7:15 a.m. - 9:15 p.m.
Sat and Sun - closed

Beauty/Barber Shops

Beauty/Barber Shop
2831 Henry T. Allen
Fort Sam Houston, TX 78234
Phone 210-225-5566

Mon - Sat 8:00 a.m. - 9:00 p.m.
Sun and Holidays 9:00 a.m. - 7:00 p.m.

Beneficiary Counseling Assistance Coordinators

Health Benefits/Tricare Advisor
 3851 Roger Brooke Drive
 Fort Sam Houston, TX 78234
 Phone 210-221-4515
 Phone (DSN) 312-471-4515
 Fax 210-221-4018
 Fax (DSN) 312-420-4018

[Email](#)

[Website](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Chapels

BAMC-Chapel
 3851 Roger Brooke Drive
 Fort Sam Houston, TX 78234-5051
 Phone 210-916-1105
 Phone (DSN) 312-429-1105
 Fax 210-916-1169
 Fax (DSN) 312-429-1169

[Website](#)

Mon - Fri 8:00 a.m. - 4:30 p.m.

Sat and Sun - closed

Chapels

AMEDD Chapel
 2490 Funston Road
 Fort Sam Houston, TX 78234
 Phone 210-221-3390 / 210-221-4362
 Phone (DSN) 312-471-3390/4362

[Website](#)

Child and Youth Registration and Referral

*Child and Youth Liaison, Education and Outreach
 Service (CLEOS)*
 2010 Stanley Road
 Bldg 2797, RM 124
 Fort Sam Houston, TX 78234-5096
 Phone 210-221-4871
 Phone (DSN) 312-471-4871
 Fax 210-295-4820
 Fax (DSN) 312-472-4820

[Email](#)

[Website](#)

Mon - Fri 8:00 a.m. - 5:00 p.m.

Sat and Sun - closed

Chapels

Dodd Field Chapel
 Bldg 1721, Winans Road.
 Fort Sam Houston, TX 78234
 Phone 210-221-5010
 Phone (DSN) 312-471-5010
 Fax 210-221-5666
 Fax (DSN) 312-471-5666

[Website](#)

Mon - Fri 8:30 a.m. - 4:00 p.m.

Sat and Sun - closed

Chapels

Chaplain Office
 2590 Funston Road
 Building 2530
 Fort Sam Houston, TX 78234
 Phone 210-221-5007
 Fax 210-221-3391
 Fax (DSN) 312-471-3391

[Website](#)

Mon, Tue, Wed, Fri 8:30 a.m. - 4:00 p.m.

Thu 1:00 - 4:00 p.m.

Child Development Centers

Child Development Center
 2490 Funston Road
 Bldg 2530
 Fort Sam Houston, TX 78234-5096
 Phone 210-221-4058/5002
 Phone (DSN) 312-471-4058/5002
 Fax 210-221-5390
 Fax (DSN) 312-471-5390

[Website](#)

Mon - Fri 5:30 a.m. - 5:30 p.m.

Sat and Sun - closed

Civilian Personnel Office

Civilian Personnel Office/ Randolph
 12 ABG/DPCS
 Randolph, AFB, TX 78150
 Phone 1-800-616-3775

[Website](#) [Website](#)

Mon - Fri 7:30 a.m. - 4:00 p.m.

Sat and Sun - closed

Civilian Personnel Office

Civilian Personnel Office/Lackland
 37 MSS/DPCS
 Lackland AFB, TX 78236-5226
 Phone 210-671-4117 (Job Line) / 210-671-4118
 Phone (DSN) 312-473-4117/4118
 Fax 210-671-2641
 Fax (DSN) 312-473-2641

Mon - Fri 7:15 a.m. - 4:30 p.m.
 Sat and Sun - closed

Commissary/Shoppette

Convenience Stores/ Shoppette.
 890 Patch Road
 Fort Sam Houston, TX 78234
 Phone 210-225-3589

Mon - Thu 7:00 a.m. - 8:00 p.m.
 Fri 7:00 a.m. - 9:00 p.m.
 Sat 10:00 a.m. - 8:00 p.m.
 Sun 11:00 a.m. - 6:00 p.m.

Commissary/Shoppette

Convenience Store/Gas Station/Walters
 331 Walters Street
 Fort Sam Houston, TX 78234
 Phone 210-225-0216

Mon - Fri 5:30 a.m. - 11:00 p.m.
 Sat 7:00 a.m. - 11:00 p.m.
 Sun 7:00 a.m. - 10:00 p.m.

Dental Clinics

Rhodes Dental Clinic
 1967 Stanley Road
 Bldg. 2375
 Fort Sam Houston, TX 78234
 Phone 210-295-2600
 Phone (DSN) 312-421-2600

Emergency Relief Services

Army Emergency Relief (AER)
 2010 Stanley Road, Suite 95.
 Fort Sam Houston, TX 78234-5095
 Phone 210-221-1612
 Phone (DSN) 312-471-1612
 Fax 210-221-2040
 Fax (DSN) 312-471-2040

[Website](#)

Mon - Fri 7:00 a.m. - 4:00 p.m.
 Sat and Sun - closed

Civilian Personnel Office

Civilian Personnel Advisory Center
 1410 Stanley Rd.
 Bldg 144
 Ft. Sam Houston, TX 78234-5020
 Phone 210-221-1425
 Phone (DSN) 312-471-1425
 Fax 210-221-2884
 Fax (DSN) 312-471-2884

[Website](#)

Mon - Fri 7:30 a.m. - 4:00 p.m.
 Sat and Sun - closed

Commissary/Shoppette

Commissary
 2405 Funston Road
 Bldg 360
 Fort Sam Houston, TX 78234
 Phone 210-221-5626/4678/4682
 Phone (DSN) 312-471-5626/4678/4682

[Website](#)

Mon, Tue, Wed 7:00 a.m. - 8:00 p.m.
 Thu 7:00 a.m. - 9:00 p.m.
 Fri and Sat 7:00 a.m. - 8:00 p.m.
 Sun 7:00 a.m. - 7:00 p.m.

Dental Clinics

Budge Dental Clinic
 2981 Garden Avenue
 Bldg. 1278
 Fort Sam Houston, TX 78234
 Phone 210-295-4095
 Phone (DSN) 312-421-4095

Emergency Relief Services

American Red Cross (ARC)
 P.O. Box 340129
 Fort Sam Houston, TX 78234
 Phone 210-221-3355 / 210-224-5151 (After Duty Hours)
 Phone (DSN) 312-471-3355
 Fax 210-221-5271
 Fax (DSN) 312-471-5271

[Email](#)[Website](#)

Mon - Fri 8:00 a.m. - 5:00 p.m.
 Sat and Sun - closed

Emergency Relief Services

Casualty Mortuary Office
 1706 Stanley Road
 Bldg 2263
 Fort Sam Houston, TX 78234
 Phone 210-221-1780 / 210-221-0051
 Phone (DSN) 312-471-1780/0051
 Fax 210-221-1437
 Fax (DSN) 312-471-1437

Mon - Fri 7:30 a.m. - 4:00 p.m.
 Sat and Sun - closed

Enrollment/EFMP

Brooke Army Medical Center (BAMC) - EFMP Enrollment
 3851 Roger Brooke Drive
 Fort Sam Houston, TX 78234
 Phone 210-916-5721
 Phone (DSN) 312-429-5721
 Fax 210-916-1254

[Email](#)

[Website](#)

Call for hours of operations

Exceptional Family Member Program/Special Needs

Exceptional Family Member Program Coordinator
 2010 Stanley Road, Suite 95
 Bldg 2797

Fort Sam Houston, TX 78234-5095
 Phone 210-221-2705
 Phone (DSN) 312-471-2418
 Fax 210-221-2040
 Fax (DSN) 312-471-2040

[Email](#)

[Website](#)

Mon - Fri 7:30 a.m. - 4:00 p.m.

Sat and Sun - closed

Family Advocacy Program

Family Advocacy Program
 2010 Stanley Road, Suite 95
 Bldg 2797

Fort Sam Houston, TX 78234-5020
 Phone 210-221-0349/2705
 Phone (DSN) 312-471-0349/2705
 Fax 210-221-2040
 Fax (DSN) 312-471-2040

[Email](#)

[Website](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Family Child Care/Child Development Homes

Child Development Center
 2490 Funston Road
 Bldg 2530

Fort Sam Houston, TX 78234-5096
 Phone 210-221-4058/5002
 Phone (DSN) 312-471-4058/5002
 Fax 210-221-5390
 Fax (DSN) 312-471-5390

[Website](#)

Mon - Fri 5:30 a.m. - 5:30 p.m.

Sat and Sun - closed

Exceptional Family Member Program/Special Needs

Director of Special Education / FSH- ISD
 T-170IM Bowley Rd
 Fort Sam Houston, TX 78234
 Phone 210-368-8771
 Fax 210-368-8776

[Email](#)

[Website](#)

Mon - Fri 8:00 a.m. - 3:30 p.m.

Sat and Sun - closed

Exchange(s)

AAFES-Main Exchange.
 2831 Henry T. Allen
 Fort Sam Houston, TX 78234
 Phone 210-225-5566

Fax 210-225-8613

[Website](#)

Mon - Sat 8:00 a.m. - 9:00 p.m.

Sun and Holidays 9:00 a.m. - 7:00 p.m.

Family Center

Army Community Service
 2010 Stanley Road
 Fort Sam Houston, TX 78234-5095

Phone 210-221-2418/2705
 Phone (DSN) 312-471-2418
 Fax 210-221-2040
 Fax (DSN) 312-471-2040

[Email](#)

[Website](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Family Child Care/Child Development Homes

Family Child Care
 2010 Stanley Road
 Suite 95

Fort Sam Houston, TX 78234
 Phone 210-221-3828
 Phone (DSN) 312-471-3828
 Fax 210-221-3792
 Fax (DSN) 312-471-3792

[Email](#)

[Website](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Family Support/EFMP

EFMP Family Support
 2010 Stanley Rd.
 Bld. 2797, Suite 95
 Attn: ACS/EFMP
 Fort Sam Houston, TX 78234
 Phone 210-221-2705

[Email](#)

Finance Office

Defense Military Pay/Reserve
 Stanley Road, Bldg 2263
 Fort Sam Houston, TX 78234
 Phone 210-221-2789
 Phone (DSN) 312-471-2789
 Fax 210-221-0959

Mon - Fri 7:30 a.m. - 4:00 p.m.
 Sat and Sun - closed

Financial Institutions

Eisenhower National Bank
 Fort Sam Houston
 2302 Stanley Road
 San Antonio, TX 78234
 Phone 210-227-7131 / 888-777-0740
 Fax 888-242-3344

[Website](#)

Mon - Fri 9:00 a.m. - 4:00 p.m.
 Sat and Sun - closed

Gymnasiums/Fitness Centers

Jimmy Brought Fitness Center
 1212 Stanley Road
 Bldg 961
 Fort Sam Houston, TX 78234
 Phone 210-221-4658 / 210-221-3593
 Phone (DSN) 312-471-4658/3593
 Fax 210-221-4139
 Fax (DSN) 312-471-4139

[Website](#)

Open daily 5:00 a.m. - 9:00 p.m.

Household Goods/Transportation Office (inbound)

Joint Personal Property Shipping Office (JPPSO)
 613 N.W. Loop 410, Suite 400
 San Antonio, TX 78216-5518
 Phone 210-321-4200 / 1-800-599-7709
 Phone (DSN) 312-954-4200
 Fax 210-954-4265

Open 24 hours a day, 7 days a week

Finance Office

Defense Military Pay Office
 Bldg 2263
 Fort Sam Houston, TX 78234
 Phone 210-221-8724
 Fax 210-295-8780

Mon, Tue, Wed, Fri 7:30 a.m. - 4:00 p.m.
 Thu 10:00 a.m. - 4:00 p.m.
 Sat and Sun - closed

Financial Institutions

San Antonio Credit Union
 2750 Stanley Road
 Fort Sam Houston, TX 78234
 Phone 210-258-1111
 Fax 210-222-9174

[Website](#)

Mon, Tue, Thu 9:00 a.m. - 5:00 p.m.
 Wed 10:00 a.m. - 5:00 p.m.
 Fri 9:00 a.m. - 6:00 p.m.
 Sat and Sun - closed

Golf Courses

Golf Course
 1212 Stanley Road
 Fort Sam Houston, TX 78234
 Phone 210-221-5863 / 210-221-4388
 Phone (DSN) 312-471-5863/4388
 Fax 210-221-3967

[Website](#)

Open daily 6:00 a.m. - 9:00 p.m.

Hospital/Medical Treatment Facility(s)

Brooke Army Medical Center (BAMC)
 3851 Roger Brooke Drive
 Fort Sam Houston, TX 78234
 Phone 210-916-4141 / 1-800-444-5445
 Phone (DSN) 312-429-4141
 Fax 210-916-3076

[Website](#)

Call for hours of operations

Household Goods/Transportation Office (outbound)

Transportation Office/Out-Bound
 1706 Stanley Road
 Bldg. 367
 Fort Sam Houston, TX 78234
 Phone 210-221-1605 / 210-221-1656
 Phone (DSN) 312-471-471-1605/1656
 Fax 210-221-2803

Mon - Fri 7:30 a.m. - 3:30 p.m.
 Sat and Sun - closed

Housing Office/Government Housing

Family Housing Branch, Housing Division
1706 Stanley Road
Bldg 367

Fort Sam Houston, TX 78234
Phone 210-221-2341/2381
Phone (DSN) 312-471-2341/2381
Fax 210-221-2626

[Website Website Website](#)

Mon - Fri 7:30 a.m. - 4:00 p.m.
Sat and Sun - closed

ID/CAC Card Processing

PASSPORT & PORT CALL OFFICE
1706 Stanley Road
Bldg 367

Fort Sam Houston, TX 78234
Phone 210-221-1629 / 210-221-2405 / 210-221-1502
Phone (DSN) 312-471-1629/2405/1502

Mon - Fri 7:30 a.m. - 3:00 p.m.
Sat and Sun - closed

ID/CAC Card Processing

OUTPROCESSING
1706 Stanley Road
Bldg 367

Fort Sam Houston, TX 78234
Phone 210-221-9274 / 210-221-9268
Phone (DSN) 312-471-9274/9268
Fax 210-221-0834
Fax (DSN) 312-471-0834

[Email](#)
[Website](#)

Mon - Fri 7:30 a.m. - 10:00 a.m. and 1:00 - 3:00 p.m.
Sat and Sun - closed

Legal Services/JAG

Legal Assistance Office
1306 Stanley Road
Bldg 134

Fort Sam Houston, TX 78234
Phone 210-221-2282 / 210-221-2353
Phone (DSN) 312-471-2282/2353
Fax 210-295-9185

[Website](#)

Mon - Fri 8:00 a.m. - 4:00 p.m.
Sat and Sun - closed

Housing Referral Office/Housing Privatization

Housing On-Post (Lincoln Military Housing)
1706 Stanley Road
Bldg 367

Fort Sam Houston, TX 78234
Phone 210-270-7638 / 210-295-8519
Fax 210-295-9925

[Email](#)
[Website Website](#)

Mon - Fri 7:30 a.m. - 5:00 p.m.
Sat and Sun - closed

ID/CAC Card Processing

ID Cards
1706 Stanley Road
Fort Sam Houston, TX 78234

Phone 210-221-0415
Phone (DSN) 312-471-0415
Fax 210-221-0834
Fax (DSN) 312-471-0834

[Email](#)
[Website](#)

Mon - Fri 7:30 a.m. - 10:00 a.m. walkins
1:00 - 3:00 p.m. by appointment only
Sat and Sun - closed

Information and Referral Services

Information and Referral
2010 Stanley Road.
Bldg 2797

Fort Sam Houston, TX 78234-5095
Phone 210-221-2418 / 210-221-2705
Phone (DSN) 312-471-2418/2705
Fax 210-221-2040
Fax (DSN) 312-471-2040

[Email](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.
Sat and Sun - closed

Library

Fort Sam Houston Library
2601 Harney Road
Bldg 1222

Fort Sam Houston, TX 78234
Phone 210-221-4702 / 210-221-4387
Phone (DSN) 312-471-4702/4387
Fax 210-227-5921
Fax (DSN) 312-471-5921

[Website](#)

Wed - Sun 11:00 a.m. - 8:00 p.m.

Loan Closet

Loan Closet
2010 Stanley Road
Bldg. 2797

Suite 95
Fort Sam Houston, TX 78234
Phone 210-221-2418
Phone (DSN) 312-471-2418
Fax 210-221-2040

[Email](#)
[Website](#)

Mon – Fri 7:30 a.m. - 4:00 p.m.

MWR (Morale Welfare and Recreation)

Canyon Lake Recreation Area
1212 Stanley Road
Fort Sam Houston, TX 78234

Phone 830-226-5357 / 1-888-882-9878

Mon - Fri 9:00 a.m. - 5:00 p.m.
Sat and Sun - closed

MWR (Morale Welfare and Recreation)

Recreation & Fitness Division
1212 Stanley Road
Bldg 124

Fort Sam Houston, TX 78234-5020
Phone 210-221-2523
Phone (DSN) 312-471-2523
Fax 210-221-1890

[Website](#)

New Parent Support Program

*Early Head Start/Head Start Program/Parent Child
Incorporated*

1720 Dodd Field Road
Fort Sam Houston, TX 78234
Phone 210-221-3833
Phone (DSN) 312-471-3833

Mon - Fri 7:00 a.m. - 5:30 p.m.
Sat and Sun - closed

Personal Financial Management Services

Personal Financial Management Service
1706 Stanley Road
Bldg. 367

Fort Sam Houston, TX 78234
Phone 210-295-8809
Fax 210-221-2498
Fax (DSN) 312-471-2498

[Email](#)

Mon – Fri 7:30 a.m. - 4:00 p.m.
Sat and Sun - closed

MWR (Morale Welfare and Recreation)

Morale Welfare and Recreation
1212 Stanley Road
Bldg 124

Fort Sam Houston, TX 78234
Phone 210-221-2523
Phone (DSN) 312-471- 2523
Fax 210-221-1890

[Website](#)

Mon - Fri 8:00 a.m. - 5:00 p.m.
Sat 8:30 a.m. - 4:30 p.m.
Sun - closed

MWR (Morale Welfare and Recreation)

Camp Bullis Outdoor Recreation Program
Camp Bullis Training Site
RR2, bldg 5000

San Antonio, TX 78257
Phone 210-295-7577
Phone (DSN) 312-421-7577
Fax 210-698-2735

[Website](#)

Mon - Fri 8:00 a.m. - 4:00 p.m.
Sat and Sun - 7:00 - 11:30 a.m.

Military Clothing Sales

Military Clothing Store/Alterations
2831 Henry T. Allen, 7th Street
Bldg 4188

Fort Sam Houston, TX 78234
Phone 210-221-3595
Phone (DSN) 312-471-3595
Fax (DSN) 312-471-7583

Mon - Fri 9:00 a.m. - 7:00 p.m.
Sat 9:00 a.m. - 5:00 p.m.
Sun 11:00 a.m. - 4:00 p.m.

Non-appropriated Funds (NAF) Human Resources

Non-Appropriated Funds Human Resources
1410 Stanley Road
Bldg. 144

Fort Sam Houston, TX 78234
Phone 210-221-2685
Phone (DSN) 312-471-2685
Fax 210-221-0352

[Website](#)

Personnel Support Office

Personnel Support Office
1706 Stanley Road
Bldg. 2263

Room 216
Fort Sam Houston, TX 78234
Phone 210-221-0995
Phone (DSN) 312-471-0995
Fax 210-221-1220

Mon – Fri 7:30 a.m. - 4:00 p.m.
Sat and Sun - closed

Relocation Assistance Program

Relocation Assistance Program (RAP)
2010 Stanley Road.
Bldg 2797

Fort Sam Houston, TX 78234-5095
Phone 210-221-2418 / 210-221-2705
Phone (DSN) 312-471-2418/2705
Fax 210-221-2040
Fax (DSN) 312-471-2040

[Email](#)

[Website](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Retirement Services

Retiree Service and Administration
Hancock St, Bldg 2267.
Fort Sam Houston, TX 78234-5020

Phone 210-221-9004
Phone (DSN) 312-471-9004
Fax 210-221-9284
Fax (DSN) 312-471-9284

Mon - Fri 8:00 a.m. - 4:00 p.m.

Sat and Sun - closed

School Liaison Office/Community Schools

*Fort Sam Houston Independent School District (FSH-
ISD)*

1902 Winans Rd
Fort Sam Houston, TX 78234-1497
Phone 210-368-8700
Fax 210-368-8741

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Spouse Education, Training and Careers

Employment Readiness Program (ERP)
2010 Stanley Road
Fort Sam Houston, TX 78234-5095

Phone 210-221-0516/0427
Phone (DSN) 312-471-0516/0427
Fax 210-221-2040
Fax (DSN) 312-471-2040

[Email](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Restaurants/Fast Food

SAM Houston Club
Chaffee Rd, Bldg 1395.
Fort Sam Houston, TX 78234

Phone 210-224-2721
Phone (DSN) 312-471-2721
Fax 210-221-4399
Fax (DSN) 312-471-4399

[Website](#)

Sun, Mon - closed

Tue, Wed 7:00 a.m. - 5:30 p.m.

Thu, Fri 7:00 a.m. - 11:00 p.m.

Sat 8:00 a.m. - 5:00 p.m.

School Age Care

School Age Services
3571 Winans Road
Bldg 1705

Fort Sam Houston, TX 78234-5096
Phone 210-221-4466 / 210-221-4455
Phone (DSN) 312-471-4466/4455
Fax 210-221-4069
Fax (DSN) 312-471-4069

[Website](#)

Mon - Fri 6:00 a.m. - 6:00 p.m.

Sat and Sun - closed

School Liaison Office/Community Schools

SCHOOL LIAISON OFFICER (SLO)

2010 Stanley Road
Bldg 2797, Suite 95
Fort Sam Houston, TX 78234

Phone 210-221-2214
Phone (DSN) 312-471-2214
Fax 210-221-9672
Fax (DSN) 312-471-9672

[Email](#)

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat and Sun - closed

Spouse Education, Training and Careers

Spouse Employment Preference Program
1410 Stanley Rd,
Bldg 144

Fort Sam Houston, TX 78234-5022
Phone 210-221-1509

[Website](#)

Mon - Fri 7:30 a.m. - 4:00 p.m.

Sat and Sun - closed

Temporary Lodging/Billeting

Billeting Office/Army Lodging-Unaccompanied
 592 Dickman Rd.
 Fort Sam Houston, TX 78234
 Phone 210-357-2705 ext 5003 or 5006

Mon - Fri 7:30 a.m. - 4:00 p.m.
 Sat and Sun - closed

Transition Assistance Program

Army Career Alumni Program (ACAP)
 1706 Stanley Road, Suite 18
 Basement

Fort Sam Houston, TX 78234-5024
 Phone 210-221-1213
 Phone (DSN) 312-471-1213
 Fax 210-221-1671
 Fax (DSN) 312-471-1671

[Email](#)
[Website](#)

Mon - Fri 7:15 a.m. - 4:00 p.m.
 Sat and Sun - closed

Travel Office

Travel Office - Military Official
 1706 Stanley Road
 Fort Sam Houston, TX 78234
 Phone 210-225-5370
 Fax 210-223-2550

Mon - Fri 7:30 a.m. - 4:30 p.m.
 Sat and Sun - closed

Veterinary Services

Veterinary Service
 2635 Harney Road
 Ft. Sam Houston, TX 78234
 Phone 210-295-4260
 Phone (DSN) 312-421-4260
 Fax 210-295-4193

Mon - Fri 8:00 a.m. - 4:00 p.m. and 8:00 a.m. -
 12:00 p.m.
 on the last day of each month
 Sat and Sun - closed

Welcome/Visitors Center

Welcome/Visitor Center
 1706 Stanley Road
 Bldg. 367
 Fort Sam Houston, TX 78234
 Phone 210-221-9274
 Phone (DSN) 312-471-9274
 Fax 210-221-2498
 Fax (DSN) 210-471-2498

[Email](#)
[Website](#)

Temporary Lodging/Billeting

Billeting Office/ Powless Guest House
 Bldg 3625, George C. Beach Ave.
 Fort Sam Houston, TX 78234
 Phone 210-357-2705 ext 5000 / 1-800-462-7691 / 210-357-
 -2705 ext 5140

Mon - Fri 7:30 a.m. - 4:30 p.m.
 Sat and Sun - closed

Transition Assistance Program

Transition Services
 Hancock St.
 Bldg 2267,

Fort Sam Houston, TX 78234
 Phone 210-221-0835 / 210-221-0995
 Phone (DSN) 312-471-0835
 Fax 210-221-9284
 Fax (DSN) 312-471-9284

[Email](#)

Mon - Fri 8:00 a.m. - 4:00 p.m.
 Sat and Sun - closed

VA Facilities

Audie L. Murphy Veterans Hospital
 7400 Merton Minter Blvd.
 San Antonio, TX 78229
 Phone 210-617-5300
 Fax 210-949-3296 (Admin.)

[Website](#)

Victim Advocate Services

Victim Advocate Services
 2010 Stanley Road
 Bldg. 2797
 Suite 95
 Fort Sam Houston, TX 78234
 Phone 210-221-0600
 Phone (DSN) 312-471-0600
 Fax 210-221-2040
 Fax (DSN) 312-471-2040

Women, Infants, and Children (WIC & WIC-O)

Women, Infants & Children Program
 1013 Rittiman Road.
 San Antonio, TX 78218
 Phone 210-225-0213 / 210-822-6929
 Fax 210-226-2356

Mon, Wed, Thu 7:45 a.m. - 4:30 p.m.
 Tue 7:45 a.m. - 7:30 p.m.
 Fri 7:45 a.m. - 12:45 p.m.
 Sat and Sun - closed

Youth Programs/Centers

Youth Services

Bldg 1630

Fort Sam Houston, TX 78234

Phone 210-221-4882/3502

Phone (DSN) 312-471-4882/3502

Fax 210-221-5524

Fax (DSN) 312-471-5524

[Website](#)

Mon - Fri 12:00 p.m. - 8:00 p.m.

Sat and Sun - closed

Major Units

717th MI BN

Contact Information:
COM: 210-671-0958
DSN: 312-477-0958
FAX: 210-671-0600

U.S. ARMY SOUTH

Contact Information:
COM: 210-295-6321/6323

Physical Evaluation Board

Contact Information:
Commander
COM: 210-221-1811/9303
DSN: 312-471-1811/9303

AMEDD RCTG DET

Contact Information:
Commander
COM: 210-295-0805
DSN: 312-471-0805

502nd AIR BASE WING

Contact Information:
Commander
COM: 210-808-0002
DSN: 312-420-0002

5501st U.S. ARMY HOSPITAL

Contact Information:
Commander
COM: 210-930-9503/9515

U.S. Army Medical Technology Information Center

Contact Information:
COM: 210-295-3399/3405
DSN: 312-471-3399/3405

U.S. ARMY NORTH

Contact Information:
Commander
COM: 210-221-4115
DSN: 312-471-4115

SA RCTG BN

Contact Information:
Commander
COM: 210-295-0641
DSN: 312-471-0641

701ST MP

Contact Information:
Commander
COM: 210-671-9056
DSN: 312-477-9056

DMRTI

Contact Information:
COM: 210-221-2109
DSN: 312-471-2109
FAX: 210-221-9061
DSN FAX: 312-471-9061

401th MI BN

Contact Information:
Commander
COM: 210-295-6079
DSN: 312-471-6079

DENCOM

Contact Information:
Commander
COM: 210-221-6528
DSN: 312-471-6528

DLI ELC-E CO

Contact Information:
Commander
COM: 210-671-7995
DSN: 312-477-7995

IMCOM

Contact Information:
Commander
COM: 210-295-2082/2083
DSN: 312-421-2082/2083

187th Medical BN

Contact Information:
Commander
COM: 210-221-0201/0204
DSN: 312-471-0201/0204
FAX: 210-295-2041
DSN FAX: 312-471-2041

232nd Medical BN

Contact Information:

Commander

COM: 210-221-3125/5851

DSN: 312-471-3125/5851

FAX: 210-221-3101

DSN FAX: 312-471-3101

32ND MED BDE

Contact Information:

Commander

COM: 210-221-5105/3604

DSN: 312-471-5105/3604

FAX: 210-221-4732

DSN FAX: 312-471-4732

Military Entrance Processing Station, HQ

Contact Information:

1SGT

COM: 210-295-9031

FAX: 210-295-9151

470th MI BN

Contact Information:

Commander

COM: 210-295-6443

DSN: 312-471-6443

56TH SIGNAL

Contact Information:

Commander

COM: 210-295-6294/6646

DSN: 312-421-6294/6646

228TH CBT SPT HSPT

Contact Information:

Commander

COM: 210-221-3373

DSN: 312-471-3373

U.S. Army Medical Command (MEDCOM)

Contact Information:

Commander

COM: 210-221-1639/0725

DSN: 312-471-1639/0725

HQ, USA 5th RCTG BDE (SW)

Contact Information:

Commander

COM: 210-221-1444/1114

DSN: 312-471-1444/1114

DSN FAX: 312-471-0801

Brooke Army Medical Center

Contact Information:

Commander

COM: 210-916-9720/9734

DSN: 312-429-9720/9734

FAX: 210-916-9732

USA VETCOM

Contact Information:

Commander

COM: 210-221-8631

DSN: 312-471-8631

FAX: 210-221-6519

DSN FAX: 312-471-6519

201th MI BN

Contact Information:

Commander

COM: 210-295-0929

DSN: 312-471-0929

HQ, U.S. Army Garrison (USAG)

Contact Information:

Commander

COM: 210-221-0905/1832

DSN: 312-471-0905/1832

FAX: 210-221-1744

440TH BLOOD SPT

Contact Information:

Commander

COM: 210-221-9386/1971

DSN: 312-471-9386/1971

323d Army Band

Contact Information:

Commander

COM: 210-221-9614/9576

DSN: 312-471-9614/9576

AMEDD Center and School

Contact Information:

Commander

COM: 210-221-1458

DSN: 312-471-1458

DSN FAX: 312-471-8744

U.S. Army Institute of Surgical Research

Contact Information:

Commander

COM: 210-916-3219

DSN: 312-429-3219

14th MI BN

Contact Information:

Commander

COM: 210-295-9469

DSN: 312-471-9469

Camp Bullis Training Site

Contact Information:

Commander

COM: 210-295-7622/7611

DSN: 312-421-7622/7611

FAX: 210-295-7536

25TH MP CO CID

Contact Information:

Commander

COM: 210-221-0314

DSN: 312-471-0314