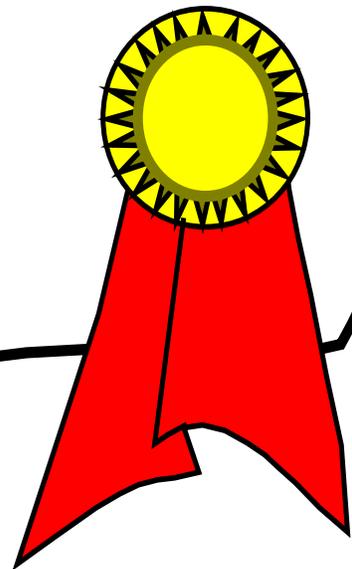


**AIR FORCE  
AS A  
SECOND  
LANGUAGE**



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# AIR FORCE AS A SECOND LANGUAGE

## FREQUENTLY ASKED QUESTIONS

### GENERAL QUESTIONS

*I am a military spouse; what are my benefits?*

As a military spouse, you will be issued an ID card which will allow you access, to Air Force Exchange Service, AAFES, facilities (Base Exchange, Shoppette/gas station, etc.). Commissary, Morale, Welfare, and Recreation activities (Golf Course, Base Fitness Center, Information Tickets and Tour packages and ticket discounts for area attractions, etc.), and hospital services. To keep abreast of your military benefits, please contact the customer service section of the Military Personnel Flight.

*What is the purpose of the Military ID card?*

As stated above, your military ID is the key to your authorization to enter a military installation and use base facilities. There are only four types of military ID cards: GREEN (Active duty member), BLUE (**Retiree**), RED (Reserve/Guard and dependents of Reserve/Guard), and TAN (Active duty and Retiree dependents). Please contact the Customer Service office for questions concerning proper military identification.

*What do I do if my ID card expires while my spouse is TDY/deployed or on a remote tour of duty?*

One of the sponsor's out-processing responsibilities to check dependent ID cards to ensure they won't expire while he or she is away; however, you may contact the military installation nearest you to work out a solution. If you have a copy of the orders your sponsor raveled on, you will likely be issued an ID card for the duration of his or her absence. If you do not have a copy of the orders, contact your sponsor and have him or her prepare an application and mail it to you. Once received, bring it (DD Form 1172) to the nearest installation for re-issue. Failing

both of the above, you may be issued a temporary ID until the proper documentation is available.

***What military benefits are my step-children entitled to?***

If the military member is providing a household for step-children, or is legally obligated for their support, they are entitled to the same benefits and privileges as if they were children of the military sponsor.

***My parents/in-laws etc. are dependent(s) of my spouse. What benefits (medical, commissary, BX, etc.) are they entitled to?***

If your parents/in-laws are "dependents" (must be approved by Finance for ID card purposes) they are entitled to a dependent ID card for all privileges except civilian medical care (TRICARE). Please contact the Customer Service office of the Military Personnel Flight if you have any questions concerning eligibility requirements.

***My sponsor has an assignment to an area where I prefer not to go. What can I do?***

The Air Force assigns members according to the needs of the Air Force. If your spouse receives an assignment and you elect not to accompany him, or her, that is your option, but please be aware of the following facts in making your decision:

- a. You will not be entitled to remain in base housing if this is a stateside assignment or a long overseas tour. You will need to obtain permission from the Support Group Commander if the assignment is an overseas short tour and you wish to remain in base housing.
- b. The government will move you only once per travel order.
- c. You will need a Power of Attorney to conduct business on your sponsor's behalf.

*Are Maxwell resources available to me if my sponsor is in the Navy, Army, Marines, and Coast Guard?*

Services are available to dependents at the Hospital, BX, Commissary, Legal, Family Support Center, Family Advocacy Office, Red Cross and the Chapel, regardless of the branch of service your sponsor is in. In certain instances, the request has to be initiated by the spouse's servicing Military Personnel Flight. If you need help, call the Family Support Center. A Family Support Center staff member can be contacted for an emergency (after normal duty hours) by calling the Command Post.

*My sponsor will retire soon; to what benefits will we be entitled?*

Hospital (TRICARE), BX, Commissary, and all AAFES facilities, Services facilities (fitness center, discount tickets and tours, etc.), and Family Support services.

## **AIR FORCE AID SOCIETY:**

*What is the Air Force Aid Society?*

The Air Force Aid Society is a non-profit organization that assists Air Force active duty members and retirees in emergency situations. Emergency interest-free loans or grants are given for basic needs such as: food, rent utilities, moving costs, funeral expenses, dental work, car repair, etc. There is also educational grant program available to active duty members and retirees who have dependents enrolled in undergraduate programs. Active duty members must go through their unit commander or first sergeant to request Air Force Aid assistance. The Air Force Aid Society exists worldwide and it is located at all bases. Air Force Aid Society can assist with short-term basic living expenses such as shelter, food, and utilities. Air Force Aid can also provide assistance for car repairs to essential vehicles. If you and your family are faced with emergency leave, monetary assistance can be given for emergency travel due to death of family members or major illness. Assistance with funeral expenses for death of an immediate family member is also provided.

*How can I use Air Force Aid during my sponsor's absence?*

If you have a general Power of Attorney, you may apply for Air Force Aid when separated from your spouse. If not, the member will be contacted and if permission is granted, Air Force Aid assistance may be rendered.

**AMERICAN RED CROSS:**

*What are the services available through the Red Cross?*

The Red Cross provides the emergency communication services to military members and their families.

*What emergency assistance does the Red Cross provide?*

The Red Cross provides a communication system between family members in distress. Emergency message traffic is available 24 hours a day.

*How can I send an emergency message?*

If an emergency exists, the Red Cross has the communication capabilities of verifying and notifying all members concerned. If an emergency arises while your sponsor is away (TDY, remote, etc.) the Red Cross Office can contact him to inform him of the emergency. If a serious illness or death occurs, the Red Cross will obtain a verification of the emergency with a doctor's recommendation for presence. If financial assistance is needed, the sponsor can apply for a loan.

*What are the procedures for receiving/sending a Red Cross message?*

To send or receive a Red Cross message, basic information is needed: name, rank, social security number, duty unit. If there is a doctor or hospital involved, information pertaining to a contact person and the city or town where the emergency exists is needed. When a message is received for a service person, the Red Cross will try to deliver it to the service person.

*I haven't heard from my spouse since he/she left several months ago; what can I do?*

With the information on the spouse (name, rank, social security number, unit) the Red Cross can send a Health and Welfare message to the Red Cross office where the service member is located. This message would get a reply from the Red Cross and/or service member.

## **AUTOMOBILE QUESTIONS:**

*Where can I get help for problems with my car?*

The Base Auto Skills center may be able to give you advice on care of your auto. Also, the Base Service Station does car repairs and sell automobile parts and supplies. Remember, Alabama is hot and humid, and this is hard on your car's cooling system and belts should be checked routinely. A good policy is to ensure your car is serviced regularly.

*How do I renew auto insurance?*

If your auto insurance policy is jointly held, either you or your spouse can renew it with a company of your choice. If the policy is in one person's name only, that person must renew the policy or the other person will need a Power of Attorney to renew the policy.

*How do I renew the car tags and driver's license?*

If the car is titled in your spouse's name you may need a Power of Attorney to get new tags. If titled in your name or jointly, you can file for new tags yourself. If you have out-of-state tags, you can also renew them by mail. If your driver's license is in-state, you merely need to renew it yourself. An out-of-state license can be renewed by mail. Simply write to your home state Division of Motor Vehicles (address available in the Legal Office).

## **BASE EXCHANGE (BX):**

### *What is the Base Exchange?*

The BX is a military shopping center which allows active duty and retired personnel, Reserve, National Guard to include their dependents to save an estimated 35% on items purchased in their Exchange. Use of the Exchange is a privilege and not a right.

There are several facilities that make up your Exchange:

The Main BX: Here you will find clothing, electronics, housewares, stationary, and books, luggage, and other department store items.

The BXtra: Here you will find all your appliances.

The Service Station/Shopette: Here you can purchase gas, auto parts, grocery items, etc...

The Military Clothing Sales Store: Here you can purchase your military clothing items, including necessary accessories

## **CAREER FOCUS PROGRAM:**

### *What employment opportunities are available to me as a military spouse?*

Being a military spouse brings with it unique challenges, especially in the area of maintaining a career. If you are seeking assistance in finding employment, there is a program in place to help you. The Family Support Center's Career Focus Program is designed to assist military spouses prepare for, locate, and obtain employment. This is an Air Force wide program so you can expect to receive employment assistance at any base you go to. The Career Focus Program offers an employment orientation where information is provided about the local job market, particular skills that are in demand, and effective job search strategies. Workshops on topics such as resume writing, long distance job search, interviewing skills and returning to school are also provided through the program. An employment resource center containing an abundance of employment resource materials that

will assist you in your job search is also available. You can also access several job bank data bases by computer. A resource library full of books and videos on employment related topics are available as well. The Career Focus Program offers one-on-one assistance to focus on your specific career planning needs and can develop an individualized job search plan for you.

## **CHAPEL:**

The base chapel provides many resources to you and your family. Various faith groups and denominations are represented through the chapel.

*If I am not a church attendee, can I still get help from the chapel?*

Yes, chaplains are here to minister to active duty and retired personnel and their dependents. Religious involvement is not a criteria for receiving help from the chaplain staff.

*May I request to see a chaplain of a particular faith?*

Yes, a person may request to see a chaplain of a particular faith when available. Chaplains are here to minister to people of all faiths.

*What counseling services are available at the Chapel, and do I have confidentiality?*

Chaplains offer counseling for a variety area of individual and family areas of concern. You have total confidentiality. The chaplains cannot share any information with anyone without your permission.

*What programs are available through the Chapel?*

For a person wanting to become a member in the religious community, the Chapel offers a variety of programs; for example, religious education, youth programs, choirs and other special programs and ministries to meet the needs of the community. Special programs are offered for singles, couples and youth. The chaplain's office offers counseling services for marital, premarital, job related issues, family and relationships. Counsel with a chaplain is strictly confidential.

## **CHILD CARE:**

### ***Who can use the Child Development Center?***

All dependents, ages six weeks to five years, of active duty/retired military and eligible DoD civilian employees may use the Child Development Center according to Air Force priorities. Some programs operate at capacity during some periods and space may not be available for all children. You will that bases provide full-day care. Hourly care is available on a space available basis as well. Reservations can be made up to two weeks ahead of time. There is a waiting list for some age groups.

### ***What are the cost and hours of operation?***

Your weekly fee is based on the CDC Fee Adjustment Policy. Centers are open Mon-Fri from 0630-1730. Full day fees range from \$49-\$94 per week. The hourly child care fee is \$2.50 per hour and \$3.00 for evenings.

### ***What are the qualifications of your staff members and certifications of your centers?***

Centers are Department of Defense certified and accredited by the National Association for the Education of Young Children's National Academy of Early Childhood Programs. All employees must first meet personnel qualification standards, then each individual is personally screened by CDC personnel. Child care givers are required to submit to local and national agency checks and must provide certifiable references.

### ***Is there an in-home Licensed Day Care Program on base?***

There are licensed day care providers located on many installations. Children between the ages of birth to 12 years of age participate in the home day care program. For an up to date listing of the providers, please call the CDC at your base. There is usually no waiting list for these services.

## **COMMISSARY:**

### ***What is the Commissary?***

The Commissary is an on-base grocery store, stocking over 18,000 line items, which sells merchandise at its purchase price. The 5% surcharge added to the end of your bill pays for all supplies, construction of new commissaries and remodeling of existing stores.

### ***Am I allowed to bring a friend or relative to help me while shopping the Commissary if I'm sick or unable to lift heavy items?***

The Support Group Commander can issue a letter authorizing someone to assist the patron. There are two types of letters: an Agent Letter, allowing the appointed person to shop on the patron's behalf; and a Letter to Assist, where the appointed person is only authorized to assist the patron.

### ***Who do the baggers work for?***

Baggers are not commissary employees. They work for you and are paid through tips only. The size of the tip is between the patron and bagger and depends on the type of service provided.

### ***What is the best day and time of day to shop at the commissary?***

Saturdays, Sundays and paydays are normally extremely busy times. Normally Wednesdays and Thursdays between 2:00 and 5:00 p.m. are the best times.

### ***Do I really save by shopping at the commissary versus an off-base supermarket?***

Supermarkets advertise and sell items below cost to attract customers to their stores. Air Force Commissaries sell all grocery items at cost, which allows you to save 20-30%; there is never a mark-up.

*How can I get a preferred item stocked at the Commissary?*

To request a stocking preference, one needs to complete a suggestion form and turn into the commissary manager.

*How do I place special orders?*

To place a special order, contact one of the red coat managers either by phone or in person. Allow 24 hours for processing your special orders. Some special orders, such as meat slicing, can be done while you wait.

*Are guests, visitors, and/or relatives allowed to shop in the commissary?*

Commissaries are normally crowded and cannot accommodate visitors. Also, commissary service is a special privilege and only authorized patrons are permitted to enter. Depending on the circumstances, the Support Group Commander can issue an Agent card authorizing someone to assist the patron.

**COMMUNICATION:**

*Will I be allowed to use DSN to call my sponsor when she/he is on assignment to another base?*

The purpose of the world-wide DSN network is to provide a fast means of communication between military installations within the United States and overseas. In order to ensure these lines are always available for official business, personal and unofficial calls are not authorized over the DSN network. However, at the Family Support Center, you may enroll in the **Hearts Apart Morale Call Program** if your sponsor is on a remote assignment or a lengthy TDY, and be authorized a weekly 15 minute phone call. Contact the Family Support Center register.

*What is the procedure for sending a Red Cross message?*

The Red Cross can send and receive messages. To send a message, they need the service member's name, rank, social security number and duty unit. When a

message is received, Red Cross does everything possible to get it quickly to the service member.

*Are there interpersonal communication classes available on base, if so, where?*

The Chapel, Family Support Center, Family Advocacy, Health and Wellness are all part of the Integrated Service Delivery Committee, offer a wide variety of communication classes for individual and family enrichment. Contact one or all of the above offices for enrollment procedures.

### **COUNSELING ASSISTANCE:**

*What kinds of counseling services do the various base agencies provide?*

The base Chapel provides confidential counseling assistance.

The Family Support Center is a central clearinghouse where families, individuals and agencies can go for help and/or information. The Family Support Center offers problem assessment and referral and crisis intervention counseling.

The base Life Skills programs provides counseling, therapy and educational programs to Air Force members, eligible dependents and retirees. Counseling for individuals with personal problems is also available. Additional help can be obtained which provides comprehensive counseling services for adults, children and adolescents who present a wide variety of emotional or behavioral concerns. This service is open to dependents of Air Force active duty or retired (up to age 65) personnel.

### **DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS):**

*How do I register to receive my benefits?*

In order to take advantage of benefits and entitlements including TRICARE, and other base facilities such as the BX and Commissary, spouses and dependant

children must be enrolled in DEERS. The active duty member can enroll their spouse in DEERS at the Military Personnel Flight with a copy of the marriage certificate and spouse's drivers' license. A dependent ID card will be issued to the spouse once they are enrolled in DEERS.

## **EDUCATIONAL SERVICES:**

If you are interested in educational opportunities, you should seek the services of the base education center. The Air Force Education Service Program provides educational opportunities and counseling services to all military personnel, family members, and DoD civilians on programs ranging from basic skills through graduate level degrees.

*Are military dependents eligible to participate in on-base college programs? If so, what kind of financial aid is available?*

Family members are welcome to participate if space is available. (Active Duty Military have priority to class spaces.) Although the Education Center does not provide tuition assistance to family members, you are eligible to apply for most grant, aid or scholarship programs offered by the school, federal government or any other group. There are some on-base organizations that sponsor scholarships or aid programs for dependents. Also be sure to contact the financial aid department at the school for more information.

*What programs are available on base?*

The Education Services Office is the focal point for all education programs at your base. Available degree programs range from Associate through Doctorate. Professional guidance counselors are available for both active duty and dependents on an appointment basis. Courses are offered on base. Contact the Education Services Office for more information.

*How do I register for classes on base?*

General information and term schedules are available in the Education Center. For more specific information on registration procedures for a particular school, you will be directed to the on-base office for that school.

***What other services are available to dependents through the Education Center?***

A variety of educational reference publications and resources for your college and career planning, including information on local/distance learning options, testing, and financial aid are available at the base education center. In addition, individual appointments may be made with a qualified counselor to discuss your professional development and educational needs. Representatives from local universities offer courses on-base. Course schedules for local universities are available at the Education Center.

**EMERGENCY ASSISTANCE:**

***If my military spouse is gone; where can I get emergency financial assistance?***

Depending upon the situation, Air Force Aid Society may be available to assist you. Air Force Aid Society is located in the Family Support Center and works by appointment. After duty hours, contact the command post after if you have an emergency.

**EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP):**

***What is the EFMP?***

The EFMP is a program that helps to coordinate services for dependents with special needs (mental, emotional, physical and/or education condition) which are chronic in nature. He/she must be enrolled in EFMP per AFI 40-301. All family members will be screened for overseas assignments during the overseas clearance process. Newly identified EFMP conditions must be evaluated and may affect assignments, since the availability of services is determined by the gaining installation. It is the active duty member's responsibility to report EFMP conditions. If you are in doubt regarding which conditions meet EFMP criteria, call the Family Life Skills Program at your installation.

## **EXPECTATIONS:**

### *What does the Air Force Expect of the Active Duty Member?*

All members should be:

- physically fit
- maintain personal uniforms and equipment to standard
- be educationally qualified for the job and for promotion
- know, use and support the chain of command
- develop a Personal Care Plan that provides for guardianship and care of children or other dependents
- ensure that your family is prepared for emergencies, deployment or periods of separation.
- keep Emergency Data Form and SGLI beneficiary information up to date

It is the policy of the military to provide equal opportunity and treatment for uniformed personnel and their family members without regard to race, color, sex, religion, age, or national origin. Unlawful discrimination directed against military personnel or their family members, either on or off base is not tolerated.

### *What does the Air Force Expect of Family Members?*

- Organize your personal and financial affairs
- Promote family wellness. Medical Treatment Facilities (hospital, clinics) will help you and your family. Use the commissary for substantial savings on health food products and take advantage of the many recreation facilities for fun and exercise.

- Help other Air Force families during times of stress or need. You are not alone in planning for deployments and other separations. Other military families share the same experience and can provide support to each other.
- Take advantage of base resources like the Family Support Center which is available to help you or your family resolve problems and provide information and other support.
- Know what resources are available in the civilian community.
- Maintain a positive attitude
- Plan ahead for your relocation moves and contact the Relocation Assistance Program at the Family Support Center for assistance in relocation planning.

## **FAMILY LIFE SKILLS PROGRAM:**

### *What are the programs available through the Family Life Skills Program?*

Exceptional Family Member Program (EFMP) is designed to identify and assist Air Force Family members who have been diagnosed with a medical, psychological or educational need.

Respite Care Program. Care provided for a special needs family member so that the primary caregiver can have a break. Eligibility is based upon the necessity for a break and financial need. Care is provided over a limited period of time. The Air Force Aid Society funds the program. However, Family Life Skills is the referral agency and they should be contacted for more information.

Outreach and Prevention Program. The goal of this program is to strengthen individuals, families and the military community. The program is designed to accomplish this through education, parenting groups, organized community programs, consultation, and referral.

Family Maltreatment Program. The purpose of the program is to identify, evaluate and provide therapeutic treatment for individuals and families in abusive situations.

Individual, Marital, and Family Counseling is available, as well as treatment groups and assessment and referral.

## **FAMILY READINESS:**

*How do I prepare for deployments or geographical separations from my active duty spouse?*

Members of the Armed Forces are in a continuous state of readiness. When the active duty member's commitment includes the possibility of deployment at a moment's notice, it takes time and effort to make sure family members are ready for the active duty member's deployment. The Family Support Center's Family Readiness Program can help your family in preparation for a deployment. Some of the areas that the readiness program will cover with you are care of loved ones, financial matters, legal matters, and medical needs. Support groups are also available and can provide valuable help before, during, and after deployment. The Family Readiness Program provides weekly pre-deployment briefings to assist you in making preparations. The best way to get ready for deployment is to be prepared ahead of time, so contact the Family Support Center for assistance. Morale calls and video phone calls are also available through this program. Contact the Family Readiness program at the Family Support Center for more information.

## **FAMILY SUPPORT CENTER:**

*How can the Family Support Center (FSC) help me?*

The FSC is the focal point where families, individuals, and agencies can go for information, referral and help. As a new Air Force spouse, the Family Support Center should be your first stop for any information that you and your family may need. Family Support Centers can be found at all military installations world-wide and are designed to assist active duty members, family members, retirees, DoD civilians, and reservists with many services. The programs offered at Family Support Centers include: Information and Referral, Family Life Skills, Family Readiness, Relocation Assistance, Transition Assistance, Personal Financial Management, Volunteer Resources, Spouse Employment Assistance and Air Force Aid Society. These programs are provided to support, educate and inform you of

issues important to you and your family. There are a variety of workshops and seminars on a variety of issues that are available to you free of charge. In addition, there are trained staff members available to provide you one-on-one assistance in your financial relocation, transition, employment, readiness, and family life skills needs.

## **FINANCE:**

### ***What is an allotment?***

An allotment is an arrangement between the service member and Accounting and Finance to have a specific amount of money withheld from the paycheck each payday for payment to a designated recipient such as savings account, car loan, mortgage payment, insurance, etc. One half of the specified amount is held from your mid-month pay and one half is held from your end-of-month pay with a payment going from the Finance Center in Denver to the recipient, via electronic transfer, on the first of the month.

### ***What do I need to do to start an allotment?***

To start an allotment the service member needs to complete either a SF 1199A or AF 1548. The SF 1199A is for any allotment going to financial institutions such as banks and credit unions and requires that financial institutions signature and verification. The AF 1548 requires only the member's signature since it is used for allotments to non-financial institutions. Once the form is filled out and signed the member brings it to Military Pay at Accounting and Finance for update to the pay record.

### ***How can I find out about my spouses pay?***

All items of a service members military pay, allowances and entitlements are covered under the Privacy Act of 1974 and cannot be released to anyone other than the member. A specific Power of Attorney can be used by the spouse for inquiry into the members pay amount for mid-month and end-of-month paychecks. However, the Power of Attorney must be specific, not general, and must state exactly what inquiries are allowed. No person other than the member can affect any changes to any item of a members pay, start/stop allotments, change address

etc., regardless of a Power of Attorney. In the event of a lengthy TDY, such as a deployment, the member can elect to have the Leave and Earnings Statement (**see page 52 for sample**) sent to a home address instead of the unit. By doing this the spouse will have access to all pay amounts and will not need a Power of Attorney.

## **FINANCIAL INSTITUTIONS:**

*What financial institutions and services are available on base?*

Most bases offer the service of a full-service credit union. The Credit Union is a "Member Owned" financial institution and members are eligible to benefit from its services. Contact the credit union for information. They offer everything you should expect from a full-service financial institution.

## **FINANCIAL ISSUES:**

*What do I need to do if my checks bounce?*

If you write checks that will bounce due to insufficient funds, immediately stop writing them! Also, contact all agencies, merchants and individuals to whom you believe you have written checks and make arrangements to pick up the check and replace them with cash as soon as possible. Contact your financial institution to negotiate repayment and payment of service charges. DO NOT write a check on the account for at least 30 days.

*I am out of blank checks. What do I need to do to get more?*

Check reorder forms are enclosed with every order of checks. If you are completely out and have not received a new supply, you may request temporary checks at your bank's branch office.

*Where can I go to get help balancing my checkbook?*

The Family Support Center's Personal Financial Management Program (PFMP) has a certified financial counselor on staff to provide one-on-one assistance as well as classes in check balancing that are offered on a regular basis.

***What is the Personal Financial Management Program (PFMP) and do I qualify to use this resource?***

The Family Support Center offers financial management assistance to you and your family through the Personal Financial Management Program. The PFMP program offers consumer information and assistance to individuals who are in financial difficulty and information to those seeking financial direction. It provides financial management information, education and counseling to military and civilian personnel and their dependents. Seminars and workshops on personal money management issues such as budgeting, managing credit, income taxes, savings and investments, banking and insurance are offered as well. Individual counseling is available to everyone. The goal of the program is to help you manage your money and to achieve financial goals. There is no cost associated with this program.

***How do I establish credit?***

To establish credit with a retail merchant or financial institution, you need to fill out an application. It is advisable to shop around before completing a credit application. The PFMP counselor at the Family Support Center can give you some tips on shopping for lower interest credit options.

***Where do I get information on budget buying?***

To budget buy, one must have a watchful eye on the prices and items needed. There are numerous newspapers, yard/garage sales, flea markets and thrift shops in most areas.

***What are the advantages and disadvantages of buying/renting a home?***

Buying a home is an investment and allows you to develop equity and provides you a tax shelter. Remember when you purchase a home that you must think of the resale market.

Renting advantages include few to no responsibilities to the property and you can just pick up and move. Disadvantages to renting include no return for the money you've invested and any tenant improvements are rewards for the owner. The tenant is subject to the owner's/landlord's decision, changes in plans, etc. And

lastly, the tenant has to wait for the owner/landlord to make repairs /improvements.

*Where can I find information about obtaining used furniture?*

The Airman's Attic, a volunteer organization, is a source of free used furniture and other household items. Active duty E4s and below are eligible to receive these items. Call the Airman's Attic for more information.

**FOOD STAMPS:**

Food stamp information can be obtained by calling the County Department of Human Resources.

**HELPING AGENCIES:**

*What are the Social Services available on base?*

Several base agencies combine their services to assist and meet the needs of individuals and families assigned to Air Force Installations. These agencies include: Chapel, Military Personnel Flight, Family Advocacy, Family Services Lending Closet, Family Support Center, Finance, Legal Office, Mental Health, Personal Affairs, and Social Actions.

**HOSPITAL:**

*Where do I go for medical care?*

Most installations offer some medical care. The care you will receive depends on the installation and what is offered there. Some bases have Hospitals and others have intermediate sized referral facilities know as clinics that provide medical support, consultation and specialized treatment for patients. The Medical Clinic Specialty Services available vary from installation to installation. To find out what medical services are offered at your installation, contact the Health Benefits Advisor the hospital or clinic.

*Am I required to go to the Hospital or Clinic before I seek care downtown?*

TRICARE Prime and active duty members must call their Primary Care Manager to obtain authorization for care prior to seeking civilian medical care. Failure to obtain authorization may result in additional personal expense. If emergency care is not available on base, and a medical emergency arises, call 911 or go to the nearest hospital local emergency room. After receiving emergency care, contact your Primary Care Manager within 24 hours of treatment to ensure maximum coverage and to allow the PCM to plan follow-up care. For more information on utilizing emergency care in the local community call your Health Benefits Advisor the installation hospital or clinic.

**HOUSING:**

*How do I get information on base and community housing?*

Depending upon the location, service members and their family may be eligible for on-base housing. Not all military installations have on-base housing for all ranks. Even if appropriate on-base housing is authorized, it may not be available for several months. To apply for on-base housing, you need to complete an Application for an Assignment to Military Family Housing (DD Form 1746) as soon as Permanent Change of Station orders are received. The destination Housing Referral Office will mail a Status of Family Housing Card to the service member explaining the current housing situation as well as any additional information which may be beneficial to the member applying for housing.

All military members must report to the base housing office upon arrival at the new duty station. The base housing office offers three areas of service to your family: 1) On-base housing services 2) Off-base housing assistance and 3) Facilities services. To be placed on the housing list, the military member must bring a copy of the assignment orders and must complete a housing application. The normal housing wait varies from base to base between 6-24 months. The housing office maintains listings for sale and rental properties as well as apartment guides and brochures. Utility waivers for gas, electric, and water deposits may also be available through the base housing.

## Off-Base Housing:

If no housing is available on base, or if you choose to live in the civilian community, you and your family are entitled to receive Basic Allowance for Quarters (BAQ) to help pay for housing. If you have been assigned to an area with high housing costs, you may also be entitled to Variable Housing Allowance (VHA), in addition to BAQ.

Before making any rental or lease agreement or purchasing a home, the service member is required to report to the base Housing Office. The Housing Office can also assist you in finding community housing. They maintain up-to-date listings of apartments and homes for rent and homes for sale.

If you decide to rent an apartment or home, make sure that your lease contains the Military Clause which will allow you to end the lease early without financial penalties if you receive Permanent Change of Station orders, or you are notified that on-base quarters are available.

## **HEALTH AND WELLNESS CENTER:**

### *What is a Health and Wellness Center?*

The Health and Wellness Center is fairly new to the Air Force. This area is dedicated to prevention and health enhancement. They are "one stop" shops for health and fitness assessment, awareness, prevention intervention programs and exercise prescriptions.

### *Who may use the Health and Wellness Center?*

The Health and Wellness Center is open to active duty, retirees, reservists, military dependents and base-employed civilians. Certain programs are limited to active duty members. Exercise rooms and equipment are available to those receiving training and overview of new equipment.

### ***What's the difference between the Health and Wellness Center and the Sports and Fitness Center?***

The Sports and Fitness Center is geared toward serving those already having knowledge of how to go about a fitness program. There are racquet ball courts, basketball courts, outdoor fitness equipment for checkout, etc. The Health and Wellness Center belongs to the Medical Group and is geared toward education and prevention through fitness, nutrition and disease management and prevention.

### ***What does the Health and Wellness Center offer?***

Tobacco cessation classes, exercise programs/prescriptions, fitness assessments, weight loss counseling, stress/anger management education, blood pressure and cholesterol counseling, body fat analysis, etc. They are also a resource center with books, pamphlets, videos, displays, etc.

## **IDENTIFICATION CARDS:**

### ***Why do I need an ID card?***

In order to take advantage of your benefits and entitlements, you must have an identification card. To verify eligibility for medical care, the service member and the family need to be enrolled in DEERS (Defense Eligibility Enrollment Reporting System). This is done whenever you obtain or renew ID cards.

### ***Who is eligible to receive an ID card?***

- Spouse
- Unremarried widow or widower
- Children at age 10 and unmarried children under the age of 21
- Children under age 10 may be eligible for an ID card if they are not living with a family member who is eligible for an ID card, or under special circumstances, such as living with a sole parent.

- Unmarried children between 21 and 23 who are attending college full-time
- Unmarried children over 21, if incapable of self support due to a physical or mental incapacity which existed either prior to the 21<sup>st</sup> birthday, or between the 21<sup>st</sup> and 23<sup>rd</sup> birthday while a legal dependent as a full time college student.
- Other family members who have identified as legal dependents and are eligible for an ID card

### *Where do I go to obtain an ID card?*

To get an ID card go to the customer service section of the Military Personnel Flight at your installation. You will need to prove eligibility to get your family's ID cards verified so have the following documents ready:

- Marriage Certificate
- Birth Certificate
- As required, a certified copy of court order for adoption; court order establishing paternity, death certificates, divorce decrees.
- Statement from physician or medial officer indicating physical handicaps and period of incapacity for dependent children over 21 years of age who are incapacitated.
- Certificate of full-time enrollment from school registrar for depend children over 21 and less than 23

## **LEGAL:**

### *What does the base legal office offer?*

If you should need assistance with legal matters the base legal office is here to assist you. The legal office provides advice on personal and civil legal problems to active duty, retired personnel and their dependents, reservists and National Guard personnel on active duty. The legal office can provide assistance with the drafting

of a will, power of attorney, appointment of health care provider or a living will free of charge. The legal office also provides a notary service. The legal office does not provide assistance with review of real estate sales or closing documents, criminal issues, or representation in court.

## **LODGING:**

### *What is Lodging?*

Lodging is an on-base hotel/motel for individuals of any branch of the military having a valid military ID card. Call the billeting office your base for information regarding the availability of quarters on a given date.

### *Can out-of-town guests use Lodging?*

Your out-of-town guests are eligible to stay in lodging on a space available basis. Necessary registration forms must be completed by someone holding a valid military ID card. Call the lodging office for information regarding the availability of quarters on a given date.

## **MILITARY PAY:**

### *What is Direct Deposit?*

Direct Deposit is the electronic transfer of your pay to a bank account. It is the latest and safest way to get your money. All Airmen are required to have Direct Deposit.

### *What are the types of Pay?*

There are several types of military pay. Some pay is taxable and others are not.

**Basic Pay:** The amount of basic pay is determined by the length of time in the service and by pay grade. All service members receive basic pay. See a pay scale at accounting and finance to determine pay rates.

***Basic Allowance for Subsistence (BAS):***

BAS is a non-taxable allowance for food. Officers receive this allowance regardless of grade. Enlisted personnel may receive this allowance based on the availability of government mess (dining facility), or if authorized to mess (eat) separately when government mess is available. Normally, enlisted personnel who live in barracks are required to eat in dining facilities on their bases and therefore would not be entitled to BAS.

***Basic Allowance for Quarters (BAQ):***

BAQ is a non-taxable allowance for housing. The amount of BAW is determined by rank and by whether or not there are family members. This allowance partially reimburses military personnel for their housing expenses if they live in civilian communities. A service member with a family who lives in government family-type quarters is not entitled to BAQ. A service member without a family who lives in the barracks receives partial BAQ.

***Variable Housing Allowance (VHA):*** VHA is authorized to assist members, entitled to BAQ, to defray housing costs when not assigned government quarters. The VHA rate varies by grade, family status and location. VHA is not taxable.

***Clothing Allowance:*** Enlisted personnel are issued clothing when first inducted into the Air Force. They also receive an annual replacement clothing maintenance allowance. This allowance enables them to care for and replace their uniform. Officers receive an initial allowance to purchase military clothing and do not receive a replacement clothing allowance. For certain duty assignments, officers and enlisted members may receive an allowance for civilian clothing.

***What is Special Pay?***

Special pay is authorized for special situations like deployments, overseas or temporary assignments. Talk to your installation finance office about special pay.

**\*Please review the sample Leave and Earning Statement found on page 52 of this manual.**

## **PUBLIC AFFAIRS:**

### *What is public affairs?*

The installation Public Affairs Office keeps people informed about the base, command and Air Force news via the weekly base newspaper; a commanders' information channel carried by the base cable TV system contractor; and serves as the installation liaison with news media and the surrounding community.

Most base newspapers are distributed each week throughout base housing and to major pedestrian traffic areas. The commander's information channel provides 24-hour bulletin-board programming, with informative videotapes starting a regular intervals throughout the day. The station is available to cable TV subscribers in base quarters. For more information on Public Affairs programs, including the speakers bureau and base tours, call your Public Affairs office.

## **RANK:**

### *How do I tell rank of active duty members?*

See rank chart on **page 54** of this booklet.

## **RELOCATION:**

### **Family Support Center Relocation Assistance Program**

Being a military spouse means being mobile. The Family Support Center's Relocation Assistance Program is the central point of contact for relocation assistance. The Relocation Assistance Program can provide up-to-date information on the installation and community. Classes and seminars on preparing for a smooth move, financial costs when moving, checking out a new job market, planning for an overseas move, handling relocation stress and much more are available. When PCSing to your next base, the Family Support Center will have many programs that will help you and your family get settled into the community.

The Family Support Center offers a new spouse's program that is designed to orient spouses who are new to the military on the Air Force way of life. If your spouse is new to the military, contact the Family Support Center for assistance.

The Family Support Center also offers a lending closet with certain household items available for checkout (pots, pans, futons, etc...) These items are available for rent free-of charge to you until your permanent household goods arrive.

\* If you are new to the area, be sure to attend the Base Newcomer's Orientation sponsored by the Military Personnel Flight. The orientation is mandatory for all active duty members, but spouses are invited as well. Many bases conduct an installation and community tour as well.

### **PCS Orders**

PCS Orders are the most important document for a move. Until you have them, you don not know what you will be authorized to do, or what your entitlements will be. Orders allow members to be eligible for a variety of financial allowances, relocation assistance, and options for moving and storing belongings.

### **Sponsorship Program**

The Sponsorship Program will help make your move easier. After you receive your orders your spouse will be required to complete the Sponsor Notification Form. Your new commanding officer will assign a sponsor whose grade and personal situation is similar to yours. Your sponsor will then be able to relate to your needs and provide a personal view of the life at the new location.

### **Travel and Leave**

You can request leave in connection with a permanent change of station move. Leave may be authorized in the orders. In addition, an Air Force member may be allowed up to a maximum of 10 calendar days that are not chargeable as leave to look for housing at the new duty station. The pre-move house hunting trip is permissive temporary duty (TDY) and must be at your own expense.

### **Finance Travel Allowances**

Every time you relocate, it is going to cost you money. How well you plan for your move will determine how much it will cost. Before you move, make sure you understand what you are or are not authorized to do at government expense.

### Advance Pay

The active duty member is authorized to receive advance pay to help with the cost of the PCS move. The advance is normally paid no more than 30 days prior to your PCS departure date. The member is authorized one month basic pay minus deductions with a 12 month payback. **CAUTION: If not properly managed, drawing and advance pay can be hazardous to your financial health!**

### Dislocation Allowance

Members with families can receive a dislocation allowance of two months' BAQ (Basic Allowance for Quarters) to help offset the costs of leaving one home and moving into another.

#### **Dislocation allowance is not paid when:**

- ordered from home to the first duty station
- assigned to government quarters and there are non dependents
- the member is separated or retired

### Overseas Housing Allowance (OHA)

OHA is a supplement to BAQ that is paid to service members who live in private housing at their overseas duty station. OHA and BAQ together help offset housing costs

### Overseas Cost of Living Allowance (COLA)

COLA is an allowance paid to service members stationed in high-cost overseas areas including Alaska and Hawaii.

## Overseas Temporary Lodging Allowance (TLA)

TLA is partially reimburse the member for the occupancy of transient quarters at the gaining overseas base. TLA is paid in 10-day increments and a maximum of 60 days can be authorized for reimbursement. A member is entitled to TLA only if government quarters aren't available.

## **Transportation Management Office (TMO)**

### *Who do I contact to regarding shipment of my household goods?*

After receiving orders, the member and spouse should contact the base Traffic Management Office. The TMO can help by providing how-to booklets such as the Department of Defense's "It's Your Move." As well as making many of your moving arrangements for you. The TMO has trained professionals that will help you plan your move and any storage which may be necessary. The TMO will make arrangements with a civilian carrier to pack and ship your goods. They can also provide you information on Do-It-Yourself (DITY) moves as well as what you can and can't ship. The will provide you with a weight allowance chart for total weight of personal property shipped, put into storage, and sent as unaccompanied baggage. See the TMO office immediately after you receive your official PCS orders.

## **SCHOOLS:**

### *How do I find out information on the local schools?*

The Relocation Assistance Program at the Family Support Center will have information on local schools in the area. Some bases have schools on base and your SITES package will tell you if one is available at your base. You must reside in permanent base housing for your children to attend a school on the installation. Contact the Family Support Center for more information on schools in your area.

## **SECURITY FORCES:**

### *How do I report an auto accident?*

To report an auto accident on base, contact the Law Enforcement Desk Sergeant. Advise them of the location and if there are injuries. To report an automobile accident off base, contact the local police department.

### *How do I report a break-in?*

All criminal offenses should be reported to the Law Enforcement Desk Sergeant on-base, Local Police Department in your community or 911 (for on base 911 rings at Law Enforcement Desk). Regardless of where the break-in occurs, DO NOT touch or move anything, wait for the Law Enforcement Officers to arrive.

### *What do I do if I get a traffic ticket?*

If you receive a traffic ticket on base, you will be issued a DD Form 1408. If you receive a traffic ticket off base, you will be given instructions when issued the citation.

### *Who do I call if I see a crime?*

CRIME STOP, an on-base program which can be used to report a crime in progress, can be reached at 911.

### *What happens if I get caught using drugs?*

Illegal drugs are not authorized to be in your possession or for your use on a Federal Military Reservation. If an active duty member is caught using drugs, a wide range of things can take place from a letter of reprimand to a court martial to a dishonorable discharge. If dependents are caught, they will be cited to appear in front of a Federal Magistrate and the incident will also be referred to the sponsor's commander.

## **SERVICEMEMBER'S GROUP LIFE INSURANCE (SGLI):**

### *What is SGLI?*

Active duty members have the option of electing the Servicemember's Group Life Insurance also known as SGLI. SGLI is the military's version of life insurance policy purchased from a commercial life insurance company. The insurance issued under the group policy is term insurance. Life insurance can be purchased in increments of \$10,000 up to \$200,000.

## **SERVICES SQUADRON:**

The Services Squadron provides facilities and activities to help stimulate, develop and maintain personal, mental, physical, and social well-being. To keep abreast of the current base activities, read the base newspaper each week.

Services Activities include the following activities and more:

- Aero Clubs
- Skills Development Centers
- Bowling Lanes
- Camping
- Fishing
- Equipment Check-Out
- Golf
- Information, Tickets and Tours
- Outdoor Recreation Reservations
- Libraries
- Clubs
- Officers Clubs
- NCO Clubs
- Sport Fitness Centers
- Community Centers
- Youth Centers
- Sports
- And More....!

## **THRIFT SHOP:**

*What does the base thrift shop offer?*

The Thrift Shop is a consignment store, providing an outlet for anyone with a Military or DOD ID to sell used, unwanted or unneeded personal property. The Maxwell Thrift Shop is open specific hours. Check your Thrift Shop to determine hours of operation.

## **TIME:**

*How Do I tell Military Time?*

Military time using a 24-hour clock is the standard. A few minutes with the clock on **page 53** of this manual will help.

For example: 7:00 a.m. is 0700 hours and the "0700" is pronounced "Oh Seven-Hundred." 1600 in military time is 4:00 p.m. and it is pronounced "sixteen-hundred"

## **TRAFFIC MANAGEMENT OFFICE:**

*If I am required to move off base, will TMO move me?*

If you reside in base housing and have been ordered to move out, normally the resident is responsible for all expenses. The Base Commander makes the final determination of whether the government will move you or not.

*Will TMO assist me when I move into Base Housing?*

When you have been assigned a house on base, you have the option of having the government move you into your new quarters or moving yourself under the Do It Yourself (DITY) program. You will need base housing orders which authorize the TMO to assist you. When orders are prepared at base housing, you must decide which option suits your needs. If a house is assigned to you during your spouse's absence, you may move into the house, providing your spouse has left a Power of Attorney for you.

### ***What office will help me move overseas?***

When you have received your orders for an overseas assignment, there is a required checklist you must complete. Contacting the TMO is part of this checklist. The Air Force will move you and the allowable weight allowance to your overseas location. In some areas overseas, administrative weight allowances are set on the amount of household goods that can be shipped at government expense. If you are affected by an administrative weight allowance, the counselor at your transportation office will tell you and will let you know how many pounds you can ship. You may store items not required overseas at government expense for the length of tour overseas.

### ***My sponsor is remote and we plan to meet at our gaining base. How do I arrange to have our belongings transported to the new base?***

Your sponsor should contact the servicing TMO overseas to arrange for the move. The overseas TMO will manage the paperwork to the responsible CONUS TMO, who will coordinate with the individual designated by the sponsor on all arrangements for the move. Please be aware that the Air Force will move you only one time on each travel order.

### ***What is a weight allowance?***

Your weight allowance is the maximum weight that can be moved at government expense under the Joint Federal Travel Regulation (JTR). Related to your pay grade, this allowance includes the weight of household goods you ship, place in storage, or send as unaccompanied baggage. Please be advised that each service regulation governs the exact weight allowance that can be shipped at government expense. You - not your transportation office or the carrier - are responsible for staying within this weight allowance. If the weight of items packed, shipped or stored exceeds that amount, you must pay all charges connected with the excess weight. Discard all items you would not ship if you paid for the move. Do not exceed your unaccompanied baggage allowance, as this is the most expensive shipment; therefore, take only essential items. The unused unaccompanied baggage weight allowance can be applied to your household goods weight allowance going to restricted weight overseas areas.

## **TRANSPORTATION:**

### *Can dependents catch space-available hops?*

It depends on the destination of the individual. According to Department of Defense regulations, dependents are not authorized space-available travel within the Continental United States. However, space-available travel to an overseas destination by dependents is authorized. Dependents **MUST** be accompanied by the sponsor.

### *What are the procedures to catch a space-available hop to an overseas location?*

Flights to overseas locations are relatively rare. But, if a flight is available, check with the Passenger Terminal. Passengers must be travel-ready at the time of sign-up. This means you must have your baggage with you, be in the proper uniform (active duty) and have ID card, leave papers, passports, and shot records ready for processing.

## **TRICARE:**

### *What is TRICARE?*

TRICARE is the health care program for active duty and retired military personnel, their families and their survivors.

TRICARE combines civilian and military medical resources. It is designed to improve timely access to health care; maintain the same high quality of care; offer more services and a full range of specialists; give you a choice of providers and control health care costs.

TRICARE offers three health care plans:

- 1) TRICARE Prime
- 2) TRICARE Standard (old CHAMPUS program)
- 3) TRICARE Extra

## **TRICARE Prime:**

Individuals with TRICARE Prime are given first priority for care at military treatment facilities.

Guaranteed timely access to health care under TRICARE Prime. You also have a Primary Care Manager that you will see first for your health care needs. TRICARE Prime focuses on preventive care as well.

If you need nonemergency care away from home, your care will be covered if you get approval from your Primary Care Manager. You can call your Primary Care Manager with a special, toll-free number provided when you enroll.

If you need emergency care away from home to safeguard life, limb or eyesight, you can go immediately to the nearest health care facility. You or a responsible family member must notify your Primary Care Manager of this emergency care within 24 hours.

## **TRICARE Prime Questions and Answers:**

### *Who is eligible for TRICARE Prime?*

All active duty personnel are automatically enrolled in TRICARE Prime. Family members and survivors of active duty personnel as well as retirees and their family members and survivors under age 65 may enroll.

### *How much does it cost to enroll?*

It depends. TRICARE Prime is free for active duty personnel and their families. For retirees and their families there is a yearly cost of \$230 for an individual and \$460 for a family.

### *How do I enroll?*

Active duty personnel are enrolled automatically, but can call their local TRICARE Service Center or military treatment facility for more information. Anyone else choosing this option should contact the local TRICARE Service Center.

*Is there a deductible?*

Not with TRICARE Prime.

*How much does treatment cost?*

Outpatient treatment in a military treatment facility is free. Outpatient treatment in a civilian facility costs \$6 or \$12, depending on your rank. The cost of inpatient care under Prime is currently \$11 per day.

*What else should I know about TRICARE Prime?*

You must enroll for a full year. At the end of the year, you can enroll again or choose another plan. It has the lowest treatment cost of the three plans. You may choose providers who are not TRICARE Prime providers, but this costs extra. Check with your TRICARE Service Center for specific costs. It is not available everywhere.

**TRICARE Standard:**

This plan works like the old CHAMPUS program. It offers a choice of providers. Under this plan, you can choose any physician you want. But having this flexibility means that care generally costs more. Treatment may also be available at a military treatment facility, if space allows and after TRICARE Prime patients have been served. TRICARE Standard may be the only coverage in some areas.

**TRICARE Standard Questions and Answers:**

*Who is eligible for TRICARE Standard?*

Anyone who is CHAMPUS eligible may use it. (Active duty personnel are not CHAMPUS eligible and are automatically enrolled in TRICARE Prime.)

*Is there a cost to enroll?*

No

### *How do I enroll?*

Enrollment is not required and there's no time commitment. Just call the health care provider of your choice and make an appointment.

### *Is there a deductible?*

Yes. The amount depends on the rank of the military sponsor.

E4 and below: \$50 for 1 person; \$100 for a family of 2 or more

E5 and above: \$150 for 1 person; \$300 for a family of 2 or more

### *How much does treatment cost?*

For family members of active duty personnel: 80% of the approved cost is covered after you pay the deductible. For retirees and their families: 75% of the approved cost is covered after you pay the deductible. This means that you pay part of the approved cost, co-payment, plus any amount over the approved cost - up to 15% of the approved cost.

### *What else should I know about TRICARE Standard?*

Under this plan, you don't have a Primary Care Manager. Depending on your provider, you may need to file claim forms and wait to be reimbursed for your medical expenses. It generally costs the most.

### **TRICARE Extra:**

This plan includes parts of both TRICARE Prime and Standard. It offers care from military or selected civilian health care providers. You can be treated by a civilian health care provider but your choice of providers is limited to those who have agreed not to charge more than the approved rate. Because your health care provider has agreed to limit charges, you'll pay 5% less for co-payments than you would under TRICARE Standard. With TRICARE Extra you won't have to file claims or wait to get money back.

## **TRICARE Extra Questions and Answers:**

### *Who is eligible for TRICARE Extra?*

Anyone who is CHAMPUS eligible may use it.

### *Is there a cost to enroll?*

No.

### *How do I enroll?*

Enrollment is not required, and there's no time commitment. Just make an appointment with a TRICARE Extra provider.

### *Is there a deductible?*

Yes. The deductible is the same for TRICARE Standard.

### *How much does treatment cost?*

The co-payment for TRICARE Extra is 5% less than TRICARE Standard. But this plan is still more expensive than TRICARE Prime. Inpatient costs are different that with the other plans.

### *What else should I know about TRICARE Extra?*

You can use health care providers who are not TRICARE Extra providers, but you'll pay TRICARE Standard plan fees. Under TRICARE Extra, you don't have a Primary Care Manager. You can receive care in a military treatment facility if space allows. But remember that people with TRICARE Prime come first.

## **Other Benefits of TRICARE:**

No matter which plan you choose, TRICARE offers emergency care; The TRICARE Service Center with beneficiary service representatives and health care finders; Nurse Advisors 24 hours a day 7 days a week; Catastrophic Cap that protects you

against huge expenses - the amount varies with each option; and Prescription Medications filled for free at a military treatment facility. Certain civilian pharmacies and a mail-order service can be used for an additional charge for each prescription.

We strongly encourage you to attend a TRICARE briefing or visit your Health Benefits Office at the installation hospital or clinic to learn about your alternatives in choosing a TRICARE option that meets the needs of you and your family.

## **UNIT FIRST SERGEANTS AND COMMANDER:**

*What is the role of the first sergeant and commander?*

As a new member of the Air Force Family, an important part of your transition into military life is becoming familiar with its structure and how you can make it work for you and your family. One of the most invaluable resources available within every organization on base is the unit first sergeant. The first sergeant's primary duty is to assure the well-being of the troops within their organization by acting as a liaison between the commander and unit personnel. When any problems arise for personnel in regards to pay, leave, travel, dependent care, work details, unit administration, etc...the first sergeant is the person to see and will ensure that personnel are channeled through appropriate agencies both on and off base. The first sergeant is also available to assist family members as well. Should the service member be absent due to temporary duty, the first sergeant is there to assist the spouse in handling any situation, emergency or otherwise. Should any type of problems or questions arise your spouse's first sergeant is there for you and your family as a reference point to provide solutions or directions on where to find them.

## **VETERINARY CLINIC:**

*Where do I go to get care for my pets?*

The Veterinary Clinic provides limited services for animals. To get complete information about these services, contact the Veterinary Clinic directly.

## **VOLUNTEER RESOURCE PROGRAM:**

*Where do I find information on volunteering?*

If you are interested in volunteering, the Family Support Center's Volunteer Resource Program can provide you with professional volunteer opportunities. This is also an excellent way to maintain or obtain job related skills that can enhance your resume for paid employment. Volunteers are placed according to their interests and abilities and they can determine their schedule which can vary from a few hours a week to all day every day. There are many interesting positions both on and off base. Free child care is provided and training is available. Computer classes and job specific training is offered. A summer teen volunteer program is also available for our youth.

## **WOMEN, INFANTS AND CHILDREN (WIC):**

*What do I need to do or where do I need to go to obtain information about qualifying for Women, Infants and Children (WIC) and food vouchers?*

The Women, Infants and Children program supplies food vouchers for nutritional items for pregnant women, infants and children up to age 3. To qualify for this program you need to call the County Department of Human Resources.

## **WIVES' CLUBS:**

*What is the purpose of the Wives' Clubs?*

The Wives' Club was chartered to foster a spirit of good fellowship through welfare, cultural and social activities among members, and to enhance the well-being of the entire community through service. They offer a wide range of charitable events, social services and courses in leisure time activities, arts and crafts, and personal development.

### *How do I become a member?*

Your spouse has to be a member of the Officer's Club or the NCO Club in order for you to join the OWC or NCOWC. Contact the Officer's Club or the NCO Club to find out more information

### **YOUTH CENTER:**

Many installations have youth centers. The youth centers provide well-rounded instructional and social programs with activities designed for youth ages 5-18. The Youth Centers offer a before and after school programs, special holiday camps, martial arts classes, gymnastics, and summer camp programs. Children ages 6 to 12 can enroll in special programs. Sports programs include swimming, baseball, basketball, soccer, martial arts and gymnastics.

## THE LANGUAGE OF ACRONYMS

The Air Force language of acronyms can be confusing for all spouses...new and experienced alike. This listed was designed for all of you who might think a "shirt" is something to wear or "zulu" is an African tribe.

**AAFES:** Army Air Force Exchange (BX)

**ACC:** Air Combat Command

**ACSC:** Air Command and Staff College

**ADSC:** Active Duty Service Commitment

**AETC:** Air Education Training Command

**AFAS:** Air Force Aid Society

**AFB:** Air Force Base

**AFI:** Air Force Instructions

**AFIT:** Air Force Institute of Technology

**AFLC:** Air Force Logistics Command

**AFR:** Air Force Regulations

**AFSC:** Air Force Specialty Code

**ALPHA:** A way of saying "A"

**AMC:** Air Mobility Command

**AMN:** Airman

**APO:** Air Post Office

**ARC:** American Red Cross

**ASAP:** As Soon As Possible

**AT:** Annual Tour

**AU:** Air University

**AWC:** Air War College

**AWOL:** Absent Without Leave

**BAS:** Basic Allowance for Subsistence

**BAQ:** Basis Allowance for Quarter

**BDU'S:** Battle Dress Uniform

**BOQ:** Bachelor Officer Quarters

**BX/PX:** Base Exchange (AF), Post Exchange (Army)

**CC:** Commander

<b>CCF:</b> First Sergeant	<b>DLA:</b> Dislocation Allowance
<b>CEC:</b> Career Development Course	<b>DOD:</b> Department of Defense
<b>CE:</b> Civil Engineer	<b>DOPMA:</b> Defense Officer Personnel Management
<b>CGOC:</b> Company Grade Officer's Counsel	<b>DOR:</b> Date of Rank
<b>CINC:</b> Commander-in-Chief	<b>DOS:</b> Date of Separation
<b>CO:</b> Commanding Officer	<b>DPP:</b> Deferred Payment Plan
<b>COLA:</b> Cost of Living Allowance	<b>DS:</b> Dependent Spouse
<b>CONUS:</b> Continental United States	<b>DSN:</b> Defense Switch Network (worldwide telephone system)
<b>COT:</b> Commissioned Officer Training	<b>EFMP:</b> Exceptional Family Member Program
<b>CPO:</b> Civilian Personnel Office	<b>EPR:</b> Enlisted Performance Report
<b>DAF:</b> Department of the Air Force	<b>ETS:</b> Expiration of Term of Service
<b>DAS:</b> Date Assigned on Station	<b>EWC:</b> Enlisted Wives Club
<b>DECA:</b> Defense Commissary Agency	<b>FSC:</b> Family Support Center
<b>DEERS:</b> Defense Enrollment Eligibility Reporting System	<b>FS:</b> Family Services
<b>DEROS:</b> Date Estimated Return Overseas	<b>FYI:</b> For Your Information
<b>DFAS:</b> Defense Finance and Accounting Service	<b>GI:</b> Government Issue, Slang for airman, soldier, and sailor
<b>DITY:</b> Do It Yourself Move	<b>GOV:</b> Government Owned Vehicle

**GS:** General Schedule (base Civil Service worker)

**GSU:** Geographically Separated Unit

**HHG:** Household Goods

**HOLA:** Housing Overseas Living Allowance

**HOR:** Home of Record

**HQ:** Headquarters

**IAW:** In Accordance With

**IG:** Inspector General

**IP:** Instructor Pilot

**JAG:** Judge Advocate General (military lawyer)

**LES:** Leave and Earning Statement

**LOD:** Line of Duty

**MPF:** Military Personnel Flight

**MRE:** Meals Ready to Eat

**MSS:** Mission Support Squadron

**MWR:** Morale Welfare and Recreation

**NAF:** Non-Appropriated Funds

**NCO:** Non-Commissioned Officer

**NCOIC:** Non-Commissioned Officer in Charge

**NCOWC:** Non-Commissioned Officers' Wives Club

**NLT:** Not Later Than

**NMFA:** National Military Family Association

**OCONUS:** Outside Continental United States

**OIC:** Officer in Charge

**OJT:** On-the-Job Training

**OPR:** Office of Primary Responsibility

**ORI:** Operation Readiness Inspection

**OSI:** Office of Special Investigation

**OTS:** Officer Training School

**OWC:** Officers' Wives Club

**PCA:** Permanent Change of Assignment

**PCS:** Permanent Change of Station

**PDS:** Permanent Duty Station

**PFMP:** Personal Financial Management Program

**PME:** Professional Military Education

**POC:** Point of Contact

**POV:** Privately Owned Vehicle

**PRP:** Personal Reliability Program

**PT:** Physical Training

**QTRS:** Quarters

**RAP:** Relocation Assistance Program

**RHIP:** Rank Has It's Privileges

**RIF:** Reduction in Force

**ROTC:** Reserve Officer Training Corps

**RSVP:** Respond

**SATO:** Scheduled Airlines Ticket Office

**SBP:** Survivor's Benefit Plan

**SEA:** Senior Enlisted Advisor

**SGLI:** Serviceman's Group Life Insurance

**SNAFU:** Situation Normal. All Fouled Up

**SJA:** Staff Judge Advocate

**SOP:** Standard Operating Procedures

**SOS:** Squadron Officer's School

**SORTIE:** Name of a flight

**STEP:** Stripes for Exceptional Performers

**SSN:** Social Security Number

**SF:** Security Forces

**TAP:** Transition Assistance Program

**TDY:** Temporary Duty

**TLF:** Temporary Living Facility

**TMO:** Traffic Management Office

**UMJ:** Uniform Code of Military Justice (military law)

**UTA:** Unit Training Assembly

**USAF:** United States Air Force

**USAFE:** United States Air Force - Europe

**VA:** Veteran's Administration

**VHA:** Variable Housing Allowance

**VEQU:** Visiting Enlisted Quarters

**VOQ:** Visiting Officers Quarters

**WAPS:** Weighted Airman Promotion

**WIC:** Women, Infants and Children's Program

**ZULU/GMT:** Greenwich Mean Time

### **COMMON MILITARY PHRASES**

**Accompanied Tour** - Tour of duty with family members

**Active Duty**- Member is on active duty

**Advanced Pay** - Payment before actually earned

**Airman's Attic** - Program operated by volunteers which makes available home furnishings and clothing to lower grade airmen

**Alert** - Emergency call to be ready

**Allotment** - Designated payment by member to bank or individual

**Allowance** - Pay and special compensation

**Article 15** - Disciplinary action

**Benefits** - Medical, dental, commissary, BX

**Bird or Bird Colonel** - Slang reference to a person in the grade of full Colonel

**Blues** - Dress Uniform

**Brass** - Refers to ranking officers or to metal insignia on uniform

**Butterbars** - Slang term applying to second lieutenant because their rank insignia are gold bars

**Career Focus** - Family Support Center program assisting spouses in finding employment

**Commander** - The officer in charge of an entire unit of military members

**Commissary** - Base grocery store

**Chain of Command** - Leadership structure

**Chaplain** - Military minister, priest, rabbi, or paster

**Civilian** - Civilian employees who work for the Department of Defense (DoD)

**Code of Conduct** - Rules by which military must live

**Colors** - National and unit/organizational flags

**Company Grade Officer** - Captain and Lieutenants

**Courts-Martial** - Trial system within the military

**Decorations** - Refers to medals and ribbons awarded for service

**Dependents** - Refers to the spouse and children of a service or legal dependents

**Deployment** - Military or civilian employees sent on a mission without family members

**Dining In** - Formal dinner for military members only

**Dining Out** - Formal dinner for military members and spouses

**Discharge** - Release from the service

**Dog Tags** - Metal identification tags on a necklace worn by all active duty military personnel

**Dream Sheet** - An assignment preference form on which service members can make their desires known to the Military Personnel Center

**Duty Assignment** - The job or the place where a member works while on Active Duty

**Enlisted** - An individual who is not commissioned. Either an Airman - rank of E1-E4 or an NCO (Non-Commissioned Officer) - rank of E5 - E9

**Esprit De Corps** - Morale within unit or organization

**Family Advocacy** - Program that addresses family issues and concerns

**Family Services** - Non-profit official AF organization manned by Volunteers

**Family Support Center** - An Air Force organizational of caring professionals who assist commanders in their responsibility for the health and welfare of the military community and support mission readiness by helping individuals and families adapt to the changes and demands of military life.

**Field Grade** - Majors, Lieutenant Colonels, and Colonels

**First Shirt** - The First Sergeant

**Formation** - Gathering of military in a prescribed way

**Gear** - Equipment used by military and civilian employees

**GI Bill** - Education entitlement

**Grade** - Corresponds to pay level of military/civilian employee (e.g., E3, GS-5)

**Guard Member** - Military member of the Army or Air National Guard

**Guidon** - A small swallow-tail shaped organization flag carried by squadrons

**Hazardous Duty Pay** - Extra pay for duty in hostile area

**Housing Office** - Responsible for managing base housing and community housing information

**ID Card** - Identification card issued to legally recognized member of military family

**Insignia** - A distinguishing device or badge showing branch, rank, etc.

**K-9** - Dogs trained for military force service

**Last 4** - The last four numbers of a person's Social Security Number

**Leave** - Approved time away from duty

**Loan Closet** - A service provided by Family Services for families arriving

and departing who are in need of basic kitchen and living needs while they are temporarily without their household goods

**Location Allowance** - Allowance received from PCS move

**Logistics** - The equipment support and maintenance services needed by a unit to perform its operational mission

**Medals** - Awards made to service members for outstanding performance, bravery, etc.

**Medic** - A person trained in the medical service field

**Mess** - A place where a service member can eat

**Mess Dress** - Formal attire: short jacket equivalent to "white tie and tails"

**Mission** - The mission is the overall goal of a branch, unit, etc.

**O'Club** - Officers' Club

**Oak-leaf** - The insignia for major (gold) and lieutenant colonels (silver)

**Officer** - An individual who has a college degree and is commissioned

**Orderly Room** - Squadron Office

**Orders** - Spoken or written instructions to military/civilian members (usually for TDY's, Deployments, or PCS)

**Per Diem** - Compensation for the extra expenses incurred while on temporary duty away from one's home station

**Power of Attorney** - Legal document permitting a person to act on behalf of another

**Protocol** - Customs and courtesies

**Quarters** - Government housing for married members

**Rank** - Official title of member (also relative position within a military grade such as sergeant or captain)

**Railroad Tracks** - Slang for the double bar insignia of a Captain

**Reassignment** - Another term for Permanent Change of Assignment or Permanent Change of Station

**Recruit** - A new enlisted member

**Regs** - Another term for military regulations

**Remote** - An overseas assignment, usually for 12 or 18 months; families cannot accompany sponsor

**Relvery** - The ceremony at the beginning of the military day in which flags are raised

**Retreat** - Bugle/flag ceremony at end of the day

**Ribbons** - The decoration worn on the left side of a uniform that represents or serve in lieu of medals

**Roster** - List of members by name

**Ruffles and Flourishes** - Musical honor for general officers and equivalent ranking officials

**Salute** - A military courtesy in which a junior service member acknowledges a senior service member by raising the right hand to the right brow with the senior member returning the salute

**Separation Pay** - Pay for unaccompanied duty

**Shirt/1<sup>st</sup> Shirt** - First Sergeant

**Shop** - Refers to an office or other place of work

**Short Timer** - Person with short time left to serve on active duty

**Sick Call** - Specific block of time for medical attention

**Space A** - Space Available (referring to aircraft space)

**Sponsor** - Person who is salaried by the Government

**Subsistence** - Food allowance

**Sure Pay/Direct Deposit** - Member's or civilian employee's guaranteed check to bank

**Tech School** - Formal school training for a military job

**Tricare** - The Military's Medical Program

**Unit** - Group of military members, both officers and enlisted personnel, assigned to work together with a common purpose and goal

**Wing Down Day** - a day off; not counted against leave