



Housing Services Office

Website: http://www.monterey.army.mil/Housing/housing_main.html

Congratulations on your assignment to the Presidio of Monterey (POM)/Navy Postgraduate School (NPS). We are the Monterey Bay Military Housing Services Office (HSO) and we are here to assist you with your housing relocation needs.

The Housing Services Office (HSO) provides relocation services to Service Members and their Families, Retirees, and Department of Defense Civilians affiliated with the Presidio of Monterey (POM), Defense Language Institute Foreign Language Center (DLIFLC), Navy Postgraduate School, Fleet Numerical Meteorology and Oceanography Center (FNMOC), Coast Guard (USCG), and Recruiting and Reserve Commands. If you are inbound to the Monterey Bay area, your point of contact for relocation assistance regarding housing in the local area is the HSO. ***All incoming military personnel to the Monterey Bay area are required to report/in-process with the HSO prior to renting, leasing or buying a home. During your PCS, if you are a Soldier and you have Permissive (PTDY) approved on your DA 31, you must report to the Housing Services Office to be certified before starting your house hunting search.***

The HSO is located at Building 4250 General Jim Moore Blvd. on Ord Military Community in Seaside, California 93955. Hours of operation are Monday-Friday from 0745-1645. The office is closed on weekends and federal holidays. Phone number is (831) 242-7979. The email address to contact the HSO office is usarmy.pom.106-sig-bde.mbx.pres-dpw-housing@mail.mil.

For additional information and resources on services the HSO provides, please utilize the following link: <https://www.housing.army.mil/ByInstallation/Default.aspx?baseId=365>

Department of Defense (DOD) policy and local Command Policy requires all Service Members conducting a Permanent Change of Station (PCS) to the Monterey Bay area and residing outside of the barracks to contact and in-process with the Military Housing Service Office (HSO) before choosing housing or signing a lease.

Incoming Service Members who have Family Members registered with the Exceptional Family Member Program (EFMP) must provide this information to the HSO. The HSO will

then require the Family to register with the Installation EFMP Program Manager. The Installation EFMP office is located at Army Community Service, Bldg. 4260 Gigling Road, Seaside. The office phone number is (831) 242-7960/7976. Registration with the EFMP Program Manager is mandatory. If you are enrolled in EFMP, the HSO will help with your housing needs, whether you are looking for housing either on post or off post.

The Monterey area has several options for housing, these options are listed below. Please share this information with your Spouse and Family as there is information about family resources within the community.

The Parks at Monterey Bay

Website: <http://monterey.pinnaclefamilyhousing.com/>)

One housing option is the Privatized Military Housing located at Ord Military Community (OMC) and La Mesa Village (LMV). Both areas have new, renovated and legacy homes available. Neighborhoods and housing areas are divided by rank bands. Both new and renovated homes are rented at full BAH for every rank. Legacy homes are rented at a reduced flat rate rent based on neighborhood and are subject to change if flat rate rent is discontinued. All housing is available on a first come, first served basis and availability will be determined when you apply. The management of the homes is handled by the Parks at Monterey Bay; the website address is <http://monterey.pinnaclefamilyhousing.com/>. The Welcome Center contact number for Ord Military Community and La Mesa management offices is (866) 902-6522. The Parks at Monterey Bay is in partnership with the Army's Residential Communities Initiative (RCI) to ensure Military Families are afforded the opportunity to lease privatized family housing in the Monterey Military Community. Please contact the Parks to inquire about availability and wait times.

The Parks at Monterey Bay website contains a Document Center which can be found at: [http://monterey.pinnaclefamilyhousing.com/Apartments/module/website_documents/website_document\[id\]/17219/](http://monterey.pinnaclefamilyhousing.com/Apartments/module/website_documents/website_document[id]/17219/). This sublink contains documents such as the Residents Bill of Rights, the 2014 BAH Military Rates, and Mandatory Water Conservation Compliance. It also contains information for incoming residents, such as the Military Application, and the One Call Now Form. Incoming Guidelines includes Pinnacle's Army Housing Assignment Guidelines, Army Power of Attorney, and Unaccompanied and Vacancy Guidelines. The Pet Policy is also included within the Document Center sublink.

The other option for housing would be to rent within the local community. This office recommends you search the Department of Defense (DOD) sponsored website Automated Housing Referral Network (AHRN) at <http://www.ahrn.com/> for listing for the Monterey area. We have also included property management companies for the local area in the Welcome Packet (attached) and information about the current local area as well as the current Basic Allowance for Housing (BAH) rates for your rank. You may also find local area listings on <http://monterey.craigslist.org/apar/>. This office advises using extreme caution when attempting to lease properties long distance and be aware of potential scams.

For temporary housing at the Army lodge, contact the Army IHG Hotels at <http://www.ihg.com/armyhotels/hotels/us/en/presidio-of-monterey/zypra/hoteldetail>

to make reservations for your family when you arrive to the area. The Army IHG Hotels on the Presidio of Monterey are located in Bldgs. 366 and 367. The phone number is 1-877-711-8326.

The Army Community Service (ACS) is also available to assist you with relocation needs and employment resources. The office is located in the Stilwell Community Center, Building 4260. ACS can be reached at (831) 242-7660. The Relocation Readiness Program number is (831) 242-7661, DSN 768.

The School Liaison Officer (SLO) can provide local school information. You can reach the SLO at (831) 242-6904. The School Liaison Office is also located in the Stilwell Community Center. The Child, Youth and School Services (CYSS) can provide information on youth activities at <http://www.pom-fmwr.com/fmwr/index.php/family/child-youth-a-school-services-cyss/parent-central-services> or at (CYSS) Customer Service: (831) 242-7765.

NPS Students may contact the Fleet and Family Services Monterey at (831) 656-3060, website <http://www.nps.edu/FFSC/> and the Naval Postgraduate School website <http://www.nps.edu/Services/index.html> to gain additional information on the services available to both yourself and your Family during your relocation.

For transportation questions, please contact the Presidio of Monterey Transportation Office at 831-242-5330/5203, DSN 312-768-5330. The Presidio of Monterey Transportation Office is located in Bldg. 517 Private Bolio Road on the installation. The Personal Property (Transportation) office for Naval Postgraduate School is (831) 656-2151. If you have financial questions regarding BAH other entitlement information please contact your Finance office.

If the Housing Services Office can be of any further assistance with your housing needs please contact Ms. Gay Rearick at (831) 242-7984, (DSN 768) email gay.m.rearick.civ@mail.mil.

V/R
Housing Services Office

Local Banks, Schools, and Utilities

These lists are non-inclusive and are for reference only. They do not constitute endorsement by the US Army Garrison, Presidio of Monterey (POM). The POM is not responsible for services provided by these establishments or that the information contained herein has not been changed.

Local and National Banks in the Area:

Bank of America – www.bankofamerica.com
Bank of the West – www.bankofthewest.com
Chase Bank – <https://www.chase.com/chasehome-apr>
Citibank – <https://online.citibank.com/>
First National Bank of Northern California – www.fnbnorcal.com/
Monterey County Bank – www.montereycountybank.com
Rabobank – www.rabobankamerica.com
Union Bank – www.unionbank.com
Wells Fargo Bank – www.wellsfargo.com

Credit Unions:

Central Coast Federal Credit Union – www.centcoastfcu.com
Monterey Credit Union – www.montereycu.com
Navy Federal Credit Union – www.navyfederal.org

Schools:

Public Schools:

Carmel Unified School District:
<http://www.carmelunified.org/carmelunified/site/default.asp>
Monterey Peninsula Unified School District: <http://www2.mpusd.k12.ca.us/>
Pacific Grove Unified School District: <http://www.pgusd.org/>
Salinas City Elementary School District: <http://www.salinascity.k12.ca.us/>
Salinas Union High School District: <http://www.salinas.k12.ca.us/sites/DO/index.php>

Charter Schools and Private Schools:

There are several public charter schools in the Monterey area. Charter schools are part of a public school system and offer a curriculum that specializes in certain fields. Some of the charter schools have waiting lists. There are also many private schools in the Monterey area. Many have long waiting lists. The tuition at the private schools varies from several thousand dollars to over ten thousand dollars. For additional information on charter schools and private schools contact the School Liaison Office 831-242-6904, DSN 768-6904, elaine.l.vrolyks.naf@mail.mil or check The Parks at Monterey Bay Housing website:
[http://monterey.pinnaclefamilyhousing.com/Apartments/module/website_documents/website_document\[id\]/17225](http://monterey.pinnaclefamilyhousing.com/Apartments/module/website_documents/website_document[id]/17225)

Colleges and Universities:

California State University Monterey Bay: <http://csumb.edu>.
Brandman (Chapman) University: <http://www.brandman.edu/>
Monterey Peninsula College (Community College):
<http://www.mpc.edu/Pages/default.aspx>
Monterey College of Law: <http://www.montereylaw.edu/>
Monterey Institute Of International Studies: <http://www.miiis.edu/>
Hopkins Marine Station: <http://www-marine.stanford.edu/>

Technical and Vocational Training:

Central Coast College: www.centralcoastcollege.edu
Heald College: <http://www.heald.edu/>
Monterey Peninsula Adult School: <http://www.montereyadulthoodschool.com/>

Utility Companies:

Pacific Gas & Electric Company: www.pge.com
Local office: 2311 Garden Road, Monterey
800-743-5000

Monterey Peninsula Water Management District: www.mpwmd.dst.ca.us
Local office: 5 Harris Court, Monterey
831-658-5600

California American Water Company: www.amwater.com/caaw
Local office: 511 Forest Lodge Road, Suite 100, Pacific Grove
831-646-3287

Marina Coast Water District: www.cwd.org
Local office: 11 Reservation Road, Marina
831-384-6131

Disposal Services:

Monterey Disposal Services, Inc.: www.montereydisposal.com
Local office: 10 Ryan Ranch Road, Monterey
831-372-7977

Salinas Solid Waste Authority: www.svswa.org
Local office: 128 Sun Street, Suite #101, Salinas
831-755-1300

Waste Management (Trash): www.wm.com
Local office: 11240 Commercial Parkway, Castroville
831-384-5000

Household Goods – Inbound Shipments

If you have household good (HHG) or baggage shipments coming in, please contact 831-242-5096 or email pres.msgto@conus.army.mil. It is important that you provide us with contact information (delivery address; home, cell or duty telephone numbers; unit of assignment; current mailing address; and email address). Upon arrival of your personal property, we will make every effort to contact you before we place your property in temporary storage.

If your property is placed in temporary storage, your entitlement will expire after 90 days. You may apply for an additional 90 days temporary storage by submitting your extension request prior to the current expiration date. The request must be approved by the Transportation Office (TO) storing your personal property. If you do not follow these procedures, your property will be converted to commercial storage at your expense. Call 831-242-5096 for additional information.

To schedule your property for delivery contact the TO (Bldg 517, Private Bolio Rd and Lawton St) at 831-242-5096. Provide a delivery address and desired delivery date (No weekends or holidays). You must be in possession of the keys to your quarters prior to the property being delivered. (You cannot schedule delivery for the same day you sign for quarters.)

If you have property located at your Home of Record (HOR) or Non-temporary Storage (NTS) located at a prior Duty Station and would like to have it shipped to the POM, bring copies of your orders (including MEPS orders if applicable) to the TO, Building 517. Our Transportation personnel will advise you of options available to get your property here.

If you had property sent to you by US Mail, UPS, or other small package companies, you may be authorized reimbursement for shipping costs. Take the original receipt(s) and copies of PCS orders assigning you to the POM (including MEPS orders if applicable) to Bldg 517, Monday-Friday, 0830-1245/1400-1600 or call 831-242-6456 for information. The Defense Military Pay Office processes payment, on average, in 4-6 weeks.

If you moved your household goods at your own expense (without prior approval of the original TO) and wish to file a claim for reimbursement, follow the procedures above.

Religious Programs and Services

Welcome to the Presidio of Monterey!

The Religious Support Office provides proactive ministry with a common purpose of impacting the Presidio of Monterey Community with an energetic, relevant Religious Support Program that will enhance the spiritual lives of active duty Service Members and their Families, Retirees and DoD Civilians.

Our Mission is to be:

“A proactive ministry team with a common purpose to impact our community with an energetic, relevant religious support gram that will develop Service members and their Families into greater spiritual maturity.”

Our worship services are offered at Ord Military Community (OMC) Chapel and Presidio of Monterey (POM) Chapel.

Services:

- Catholic Masses
- Protestant Services
- LDS
- Islamic Prayer Meetings
- Jewish Services (upon request)

For information on POM and OMC Chapel Services and educational programs, please see the Religious Support link on the Presidio of Monterey website:

http://www.monterey.army.mil/Religious_Support/chaplain_main.html

Religious Activities:

- Wednesday Family Night
- Youth Group, Club Beyond/Young Life
- Bible Studies
- Vacation Bible School

Christian Education Programs:

- CCD & RCIA, Sundays at OMC Chapel
- Children's Church – OMC & POM Chapels
- Baptism Classes
- Protestant Women of the Chapel – Tuesday Bible Study for Women
- Military Council of Catholic Women – Wednesday Study

Special groups such as the Protestant Women of the Chapel, Protestant Men of the Chapel, Club Beyond/Young Life and Youth Ministry meet regularly and sponsor a variety of programs and activities.

Confraternity of Christian Doctrine (CCD) classes are provided weekly from September through May. Rite of Christian Initiation of Adults (RCIA) also begins in September. The Sacred Heart Catholic Community offers worship and fellowship opportunities and a youth program. For additional information, call the Ord Military Community Chapel at 831-242-7626.

Various Church Functions: Easter, Christmas Eve, Christmas and New Year's Day Services/Masses are held during the various seasons. Other spiritual and seasonal services and programs include: Stations of the Cross, Ash Wednesday Masses, Easter Vigil, 1st Communion and Confirmation, Children's Christmas play and tree lighting ceremony, piano and organ concerts, retreats, potlucks and socials. There are always opportunities to serve in the chapel ministry program.

Single Service members can participate in a variety of programs tailored to meet their needs such as discussion groups, Bible studies, and retreats.

Provide pre-marital and marital counseling, couples communication and marriage enrichment workshops, and single Soldier retreats.

All staff chaplains are available for counseling for personal and spiritual issues, job-related situations, marriage and family concerns and grief support.

For more information on religious activities including dates, times and location or details concerning various programs and services offered, contact the Presidio of Monterey Chapel Administration Office located in the Chapel Annex at 831-242-5281/5405, the Ord Military Community Chapel (on the former Fort Ord) at 831-242-7620/7622, or on-line at:

http://www.monterey.army.mil/Religious_Support/chaplain_main.html.

Religious Support Facilities:



PRESIDIO OF MONTEREY CHAPEL
324 Stilwell Road, Presidio of Monterey



ORD MILITARY COMMUNITY CHAPEL
BLDG 4280 Gen. Jim Moore Blvd., OMC

OMC Veterinary Clinic



Services Offered:

Vaccinations, Out-Patient Services, Heartworm Test,
Microchip Implantation, Health Certificates, Pet Registration,
and Over-Counter Sales.

No Emergency Services Provided

In an event of an emergency, please contact your local
veterinarian.

Clinic dates are held on various dates each month.

BY APPOINTMENT ONLY

Call: (831) 242-7718 to make an appointment.

Address: 4380 Parker Flats Cut Off Rd, Seaside, CA 93955

****SERVICES AVAILABLE FOR ACTIVE DUTY AND RETIREES ONLY****



ORD MILITARY COMMUNITY VETERINARY CLINIC

Website:

<http://phc.amedd.army.mil/organization/Pages/VtfDetails.aspx?VtfID=122&loc=CA>

Phone Number: (831) 242-7718

Address: 4380 Parker Flats Cut-Off Road, Seaside, CA 93955

The Presidio of Monterey Veterinary Treatment Facility is professionally staffed by Army Veterinary Corps personnel with the primary mission of providing complete veterinary care for all government owned animals. Active Duty and Retired Service Members are able to take advantage of the services offered at the OMC Veterinary Clinic.

Our staff understands how important your pet is to you and with that in mind, we also offer many types of routine care services for the pets of Military Families. For availability of services or to schedule an appointment please contact the number listed on this site.

For those unfamiliar with the area, we are located across from the Presidio of Monterey Police Department; on historic Fort Ord. Services offered include Vaccinations, Out-Patient Exams, Heartworm Test, Microchip Implantation, Health Certificates, Pet Registration, and Over-Counter Sales. We are unable to provide emergency care or hospitalization for your pet. Clinic dates are offered on various dates of each month and we ask that you please call for the most up-to-date information.

All pets living on post must be registered with the Veterinary Treatment Facility upon arrival. On-Post Housing may limit the number and breed of pets that can live in on-post housing. Contact the Housing Services Office for more information.

Due to our limited manpower and resources, most veterinary emergency cases are best served through a full service civilian veterinary hospital.





Presidio of Monterey Medical Services: Army Health Clinic

Website: <http://www.mamc.amedd.army.mil/presidio-of-monterey/>

Main Phone Numbers: 242-5741/5663/6185

The Presidio of Monterey Army Health Clinic is a Patient Centered Medical Home Clinic. The hallmark of Patient Centered Medical Home is enhanced continuity of care with a focus on prevention. Patients will be assigned to a specific team that will include their primary care manager (PCM), two to three other credential providers, a registered nurse and several Licensed Practical Nurses or Certified Nurse assistants and medics. If your PCM is not available, you may be scheduled with another provider on your team to enhance continuity of care. Patients will not lose their current PCM, but will gain the expertise and knowledge of a coordinated medical team who will be familiar with their patients, allowing for increased access and a proactive approach to health care.

Directions

The Presidio of Monterey Army Health Clinic is located on the Presidio of Monterey at 473 Cabrillo Street, Bldg. 422. From Pvt. Bolio Road and Lighthouse Avenue, enter the Presidio of Monterey through the Pvt. Bolio Gate access. Continue to Army Street and turn left. Continue to Kit Carson Road and turn right. On Kit Carson Road continue to Cabrillo Street and turn left. The Presidio of Monterey Army Health Clinic is in Building 422, located at 473 Cabrillo Street. For access from the Franklin Street gate, turn right off of Lawton Road onto CPL Evans Road, and left onto Cabrillo Street.

Urgent Care

Patients seen at the Presidio of Monterey Army Health Clinic and assigned a PCM can be seen for sick-call from 0700 to 0800 hours. Soldiers have priority. If a patient is unable to get an appointment with his/her PCM within a 24 hour period, the patient will be directed to an available provider on the PCM Team or alternate team for an acute appointment, or referred to the network.

After Hours Urgent Care

During hours when the Presidio of Monterey Army Health Clinic is closed, patients should:

- Dial 911 or proceed directly to the closest Emergency Room for all life-threatening (life, limb, or sight) emergencies.
- For after- hours care regarding urgent medical conditions only, contact the Medical Officer on duty at **(866) 772-9939** and leave a detailed message containing the following information:
 - Your name.
 - Your rank.
 - Your unit.
 - The last four digits of your Social Security Number.
 - The purpose for your call.
 - Your telephone number.

Your call will be returned as soon as possible for authorization to seek urgent care.

Presidio of Monterey Pediatric Clinic

http://www.army.mil/article/124265/Presidio_of_Monterey_Pediatric_Clinic_staff_welcome_patrons_at_open_house/

The Presidio of Monterey Army Health Clinic Pediatric Clinic re-opened its new Pediatric Clinic on 1 April 2014. The clinic is located at 880 Cass Street, Suite 209 in downtown Monterey. The renovation of the new pediatric wing and hiring of additional clinic staff was warranted due to feedback from the military community and an increase in patient volume. The clinic provides a “child-friendly” atmosphere for pediatric patients.

Clinic hours: Monday-Friday, 0800-1230, and 1330-1630. Closed on Federal holidays.

Phone: 831-646-5113 or 831-6546-5350.



Presidio of Monterey Dental Clinic

Website: <http://www.mamc.amedd.army.mil/dental/clinics/presidio-of-monterey-dental-clinic.aspx>

Main Phone Number: 242-5613

The Presidio of Monterey Dental Clinic is located at Building 423 Corporal Evans Road. The clinic provides all facets of general dentistry and specialty care offered only to Active Duty Service Members. Procedures performed include:

- Examinations.
- Cleanings (Prophylaxis).
- Preventative Services (Fluoride, Sealants, Instruction).
- Tooth Fillings (Restorative).
- Gum Disease Treatment (Periodontics).
- Root Canals (Endodontics).
- Crowns and Bridges, as needed.
- Extractions (Oral Surgery).
- Removable Dentures, as needed.
- Referral for complex oral rehabilitation, as needed.





Presidio of Monterey Community Services: Exceptional Family Member Program

Website: www.pom-fmwr.com/EFMP

Main Phone Numbers: (831) 242-7960/7976

The Presidio of Monterey Exceptional Family Member Program (EFMP) is a mandatory enrollment program that is based on public law and Department of Defense mandates. An Exceptional Family Member (EFM) is any Family Member (child or adult) with a physical, emotional, developmental, or intellectual disability that requires special treatment, therapy, education, training, or counseling.

Directions

The Presidio of Monterey EFMP is located in the Stillwell Community Center on the corner of General Jim Moore Boulevard and Gigling Road in Ord Military Community. If heading North on Highway 101, you will exit on the Lightfighter exit, and continue through the traffic light until you reach General Jim Moore Boulevard. Turn right onto General Jim Moore Boulevard and immediately after passing the AAFES shoppette, turn right at the traffic light onto Gigling Road. The Stillwell Community Center will be the first left turn you can make.

Services Available

The EFMP Program serves as a link between Service Members, DoD Civilians, Families and Community Resources. They are responsible for managing cases for every service branch that resides on the Presidio and their respective components. Specific services they provide include the following: Comprehensive Case Management (Housing, Medical, Educational, Personnel, Transition, Information and Referrals); Conducting Inclusion Action Team (IAT, formerly SNAP) meetings; Advocacy (Rights / Responsibilities / Solution Resolution); Special Needs Education for families; Respite Care; Support Groups (Monthly); Recreational Activities.

Services “Non-Available”

In the event that a Service Member has been given a “Services non-available” determination prior to arriving at the Presidio, or he/she has not received a determination prior to arrival, special needs care cannot be guaranteed to the Family.

Helpful Regulations

Army Regulation 608-75
Air Force Instruction 40-701
OPNAVINST 1754.2C
Marine Corps Orders P1754.4A
COMDTINST 1754.7B

Hours of Operation

The EFMP Office is open from 0745-1645, on Monday, Tuesday, Thursday, & Friday. They are closed for administrative work on Wednesdays. In certain cases, the office may stay open after hours, or open on the weekends, for dual-military families, or single parents. 24 hours' notice is required for after-hour appointments.

FAMILY AND MORALE, WELFARE & RECREATION

PRESIDIO OF MONTEREY, CALIFORNIA



The Family and Morale, Welfare & Recreation (FMWR) program is a quality-of-life program directly supporting readiness by providing a variety of community, Service Member and Family Support activities and services. Included are social, fitness, recreational, educational, and other activities that enhance community life, foster soldier and unity readiness, promote mental and physical fitness, and generally provide a working and living environment that attracts and retains quality soldiers.

The FMWR Directorate <http://www.pom-fmwr.com> consists of:

Army Community Service (ACS): <http://www.pom-fmwr.com/acs>

Child Youth and School Services (CYSS):
<http://www.pom-fmwr.com/child-youth-a-school-services-cyss/parent-central-services>

Outdoor Recreation (ODR):
<http://pom-fmwr.com/index.php/recreation-a-leisure/odr>

Leisure Tours and Travel Services:
<http://www.pom-fmwr.com/index.php/recreation-a-leisure/leisure-travel-services>

Better Opportunities for Single Service Members (BOSS): <http://pom-fmwr.com/index.php/recreation-a-leisure/better-opportunities-for-single-service-member-boss>

Hobson Student Activity Center (HSAC): <http://pom-fmwr.com/index.php/recreation-a-leisure/hobson-recreation-center>

Price Fitness Center: <http://pom-fmwr.com/index.php/sports-a-fitness/price-fitness-center>

Java Café:

- Hobson Java Café:
- Mid-Pom Java Café: <http://www.pom-fmwr.com/fmwr/index.php/food-a-entertainment/mid-pom-java>
- Lower-POM Java Café: <http://www.pom-fmwr.com/fmwr/index.php/food-a-entertainment/lower-pom-java>

Childcare – Child, Youth and School Services Parent Central Services



Website: <http://www.pom-fmwr.com/fmwr/index.php/family/child-youth-a-school-services-cyss/parent-central-services>

Welcome to the Child, Youth and School Services (CYSS) Parent Central Services, located in Ord Military Community. We provide one-stop registration for all CYSS programs including childcare at the Monterey Road Child Development Center (CDC), the Porter Youth Center (PYC) and Family Child Care (FCC), as well as a variety of activities including sports, camps and SKIES classes.

To view the CYSS Handbook use the following link:

http://www.pom-fmwr.com/cyss/forms/CYSS_Handbook_FY2014.pdf.

Eligibility, Requirements, Forms and Fees

The following patrons are eligible to use any program in CYSS for their dependents (6 weeks to 18 years of age):

- Active Duty Service Members
- National Guard or Reserve Service Members on active duty status
- Federal employees
- Medal of Honor recipients
- Military Retirees
- Foreign Military Members
- Monterey/Presidio of Monterey Fire Department employees
- CSUMB and MIIS staff and students

Requirements to register your children for services at CYSS: Please prepare all required documents before visiting Parent Central Services to expedite the process of registration. Contact Parent Central Services to request all necessary forms and paperwork to facilitate your registration. For children with special needs, additional information will be required prior to registration and enrollment in any program.

To request a registration packet send an email to info@pom-cyss.com or contact Central Services at (831) 242-7765.

Fees are charged monthly regardless of the number of work days within a month; the number of federal holidays or unexpected holidays or unexpected closures due to command decisions or acts of God. All fees are payable in advance and may be paid as follows:

Billing is run semi-monthly on the 1st and the 15th of the month. Parents have the option to pay in monthly or semi-monthly installments. Late payment fees are charged after the 5th business day.

In accordance with DoD and DA directives military child care fees are based on Total Family Income (TFI) and not military rank or civilian grade. The Military Services subsidize fees on a sliding scale for

every Family regardless of rank/grade or income. TFI is all earned (gross) income including wages, Basic Allowance for Housing (BAH), Basic Allowance for Housing with Dependents Rate (BAH RC/T), salaries, tips, special duty pay (flight pay, active duty Demo pay, sea pay), etc., regardless of whether they live in government housing or off the installation.

If a childcare space is not immediately available, you may choose to utilize our FCC program or hourly care services. You may also elect to be added to our waiting list. When a parent accepts a space, a nonrefundable deposit is required – the initial payment will equal 10% of the monthly payment rounded to the nearest dollar which will be credited to the first month's payment.

Multiple Child Reductions (MCR): A 15% MCR is applied when more than one child is enrolled in regularly scheduled child care programs or seasonal youth sports offered by CYSS.

Use this link to view information for other CYSS-related programs listed below: <http://www.pom-fmwr.com/fmwr/index.php/family/child-youth-a-school-services-cyss/parent-central-services>

- [School Liaison Office](#)
- [Family Child Care](#)
- [School Age Services](#)
- [Middle School and Teen Program](#)
- [Youth Sports](#)
- [SKIES](#)
- [Child Development Center](#)

Army Emergency Relief Fact Sheet



Categories of Authorized Emergency Financial Assistance

- 1. Non-Receipt of Pay** Assistance is limited to basic needs to prevent privation until pay is received.
- 2. Loss of Funds** Assistance is limited to basic needs to prevent privation until pay or other funds are received. *Must have Police Report (if applicable).*
- 3. Medical, Dental or Hospital Expenses** Assistance is given when treatment is medically required. Expenses not covered by United Health Care and statement from doctor.
- 4. Funeral Expenses** Assistance is given when expenses are incurred by dependents of the soldier. In most cases assistance is a bridge loan for SGLI. *Must have documents from Cemetery/Mortuary.* Assistance for non dependents determined on a case by case basis.
- 5. Emergency Travel or PCS Travel Expenses** Assistance is given for emergency travel in conjunction with Emergency Leave and Convalescent leaves. We also assist with relocation of dependents on a one time, one-way basis. When a Commander recognizes an emergency situation exists and enter in the remarks section of DA Form 31 for Travel in accordance with parameters of *Para 6-1(f), AR 600-8-10**. Red Cross message is not needed. PCS Funds may be provided for PCS Travel when funds are not forthcoming.
- 6. Rent, Utilities & Food** Assistance is given for initial rent and deposit (when BAH is delayed). Must have Lease or Rental Agreement. Assistance is given for required deposit and payment of bill to prevent Cut-off of Services.
- 7. Essential POV Repairs or Vehicle Replacement** Assistance is authorized for essential repairs. Vehicle insurance for emergency period or operating expenses (gas). Assistance may be provided when it may be more financially sound to provide AER assistance for a down payment to obtain a more reliable vehicle than repairing an existing vehicle.
Rental Vehicles: Assistance may be provided when Emergency leave or awaiting major repairs of primary vehicle, assistance should be of a temporary nature (7-10 Days).
- 8. Dental for Dependents of AD & Retired Soldiers** Assistance may be provided when a Soldier does not have sufficient funds to cover upfront dependent Dental Care down payment required for treatment or Patient's share of charges not covered by dental insurance.
- 9. Repair of Heating and or Air Conditioning Systems** Assistance is authorized for essential repairs.
- 10. Repair of or Purchase Stove or Refrigerators** Assistance is authorized for essential repairs.
- 11. Purchase of Cranial Helmets** When neither prescribed by medical authorities and not authorized by United Health Care.
- 12. Basic Furniture Needs** Basic furniture needs include beds, cribs, sofas, chairs and tables. The intent is to assist those Soldiers and Families establishing a household when the quarters have no furniture.
- 13. Privation** Assistance is authorized to prevent privation for valid reasons not listed above.
- 14. Commanders Referral** Commanders and or 1SG may grant assistance with any of the above assistance not to exceed \$1,500.00 in Loan Assistance..

Soldiers Needs AER Form 600 or 700 signed by the Commander or 1SG, Soldiers most recent LES, Appropriate Bills, Late Notices, Nonpayment or Shut Off Notice, Cost of Repairs, Doctor or Dentist Bill of Patients or Soldiers share of the charges.

Army Emergency Relief Fact Sheet



Categories of Unauthorized Emergency Financial Assistance

Payment of Consumer Department and Credit Card Bills
Divorce or Marriage
Rental, lease or purchase of a new or used POV and costs associated with this (taxes, registration, insurance, etc)
Travel of Non-command sponsored dependents from CONUS to overseas
Ordinary leave of Vacation
Liquidation of consolidation of debt
Investments
Non-essential Items
Funds to replace those overdrawn from the bank
Court Fines and Legal Expenses
Purchase of a Home

Other Information

- The needs of the soldier are always considered and each case is considered on an individual basis.
- Assistance is normally given in the form of a loan. Extreme financial hardship must be present for a grant to be considered for an active duty soldier.
- Spouse may get a loan in the soldier's absence with a valid Power of Attorney. In the event the spouse does not have a Power of Attorney, assistance can still be given with the soldiers authorization (normally through the American Red Cross Message)
- Assistance for soldiers pending elimination from the Army of disciplinary action that could result in elimination from the Army will be limited to an amount essential for basic needs.

* **Air Force AFAS Form 2**

* **Navy/Marine Corps NMCRS 201**

Army Community Service, General Stilwell Community Center
Bldg. 4260 on OMC • (831) 242-5501



U.S. Army Mass Transit Benefit Program
U.S. Air Force and U.S. Navy Transportation Incentive Program



What is it? The Department of Defense has implemented a Mass Transportation Benefit Program under Executive Order 13150 for its members. The purpose of this program is to offset commuting costs to Active Duty Military Members and DoD Civilian employees, including Non-Appropriated Fund (NAF) Employees, to reduce pollution and traffic congestion, preserve the environment, and expand transportation alternatives.

Who qualifies? Active Duty Service Members, DoD, NAF and AAFES Employees who commute to work from outside of Presidio of Monterey

Who does not qualify? Dependents, Contractors, Retirees, Reserve Component Service Members not on Active Duty and Service Members who live on Presidio of Monterey

What is the cost? There is **no cost** to qualified applicants. This program is funded by the Department of Transportation **at no cost to you!**

How do I apply? Stop by Bldg 614 (DLFILC & POM Headquarters Building) Rm 119 from 0730-1630 hours, Monday-Friday. The members of the Directorate of Plans, Training, Mobilization and Security will assist you in completing the application provided you have the following information:

- Home address
- Office telephone number
- Supervisor's name and office telephone number

- Military email address

You must present a valid CAC card or, if you are a new employee, a signed DD form 1172 from CPAC.

What buses are available to get to and from Presidio of Monterey? Bus lines will be established to service clusters of participants. Monterey-Salinas Transit plans to provide express bus service to and from the following areas:

Line 22 – Big Sur/Carmel
 Line 55 – San Jose/Gilroy/Cal Train to San Francisco
 Line 56 – Salinas/Marina
 Line 69 – Del Monte Center
 Line 70 – La Mesa/Glenwood Circle
 Line 74 – Gen Moore Boulevard/Schoonover Park/Preston Park/Toro Park
 Line 75 – Marshall Park/Fitch Park/Doe Park/Stilwell Park/Hayes Park/Sand City
 Line 76 – Stilwell Park/Doe Park/Hayes Park
 Line 78 – Marina/Castroville/Moss Landing/Aptos/Soquel/Santa Cruz

MST Bus Program Changes and New Line 78

MST added a new bus line from Santa Cruz (Line 78) which started 02 FEB 2013. Although the line is funded by a federal grant, it will service the Presidio of Monterey. If you have specific questions or comments about bus stops, please contact the MST help line at **1-888-678-2871**. If you are interested in riding the Santa Cruz bus (Line 78) and are not already enrolled in the program, please go to Bldg 614, Room 119 (**242-4080/7495**) to complete an application. Please call ahead to ensure someone will be in the office before going there.

Where does the bus stop on Presidio of Monterey? There are 13 stops on Presidio of Monterey that service the entire Presidio of Monterey population (upper Presidio of Monterey, lower Presidio of Monterey, schools, directorates, offices, etc.)



MST bus stops are marked by blue and white MST signs.

Am I going to have to sit in a tiny seat with no leg room?

Absolutely not. Transit system's 35-foot buses seat 32 people, while MST 40-foot buses seat 37 people. MST bus seating is much more spacious than standard school buses or the buses used by LRC on Presidio of Monterey. The pictures to the left shows the spaciousness of the buses.

Is there a time frame for applying for the program? No, qualified applicants can sign up anytime. There is no time restriction. You will receive a bus pass immediately upon signing the application.

If I apply, do I have to give up my parking privileges on Presidio of Monterey?

No. Participants will not be required to give up their parking privileges or their parking decals for Presidio of Monterey.

Is there anything to do on the bus? Lots!! You can relax, read a book, do homework, sleep, listen to your music and check your email (some buses have free wireless access). If there are sufficient numbers of applicants, all Presidio of Monterey express buses will be retro-fitted with wireless. You can also visit with your friends or make new friends with the regulars on your bus line.

So, I should sign up just in case I want to ride the bus once in awhile? Definitely not. Once you sign up, the U.S. Government is paying the Monterey-Salinas Transit for a month's worth of bus transportation for you. The bus should be your primary means of commuting to and from work. That does not mean that you can never use your car to drive to work. If a specific circumstance arises that requires you to drive to work, no problem. Do not be someone who cheats the U.S. Government and taxpayers. If you do, it may very well cost you more than you bargained for.

If I sign up and decide not to use the program, am I stuck with riding the bus? No, if you decide that you do not want to use the program and commute to work on the free express bus, notify the Program POCs (Joyce Jackson, 242-4080 or Ren Lascelles, 242-7495).

Are there any other benefits to participating? Yes!! Dependents of program participants will be eligible for the significant fare discounts listed below.

Fare Type	Zone	Standard Price	Discounted Price
Dependent of Participant (19 Years or older)	Single	\$75.00	\$25.00
	All	\$150.00	\$100.00
Dependent of Participant (18 years or younger but taller than 46 inches)	Single	\$25.00	
	All	\$62.00	
Dependent of Participant (shorter than 46 inches)	Single	Free	
	All	Free	
FREE FARE	When boarding on the Presidio, if you possess a monthly bus pass, and on all Santa Clara Valley (VTA) buses and light rail routes!!		

For information on zone boundaries go to <http://www.mst.org>.

MST Bus Pass Vending Machine Information

All bus program participants must sign for their TRANServe debit card at bldg. 614, room 119 to continue participating in the program. Effective 01 OCT 12 the Department of Transportation required that the Mass Transportation Benefit and Transportation Benefit programs transition to an individual TRANServe debit card