



DEPARTMENT OF THE ARMY
HEADQUARTERS 25TH INFANTRY DIVISION AND US ARMY HAWAII
CONSOLIDATED LEGAL CENTER
278 ALESHIRE AVENUE, BUILDING 2037
SCHOFIELD BARRACKS, HAWAII 96857

March 27, 2020

SUBJECT: Legal Assistance & Claims Operations Minimal Mission Essential Manning Operations

1. Effective **Monday, March 30, 2020**, the Legal Assistance & Claims operations at Schofield Barracks is further adjusted to ensure the safety of our personnel and our clients. Hours are adjusted as follows:

M,T,W,F: 0900 – 1130, 1300 – 1630 (Closed during lunch)
Th: 1300 - 1630

We appreciate your cooperation and patience during this period. Once the threat is over, we will resume normal operations.

2. **Waiting Area Capacity Limit , Notaries, and POAs.** The waiting area will be limited to **4 personnel at a time**. No standing room will be allowed. All others will be asked to wait outside. Notaries and POAs will continue to be provided on a walk-in basis.

3. **Visibly Ill Clients.** Anyone showing symptoms of illness **will** be asked to leave the Consolidated Legal Center and asked to return when they are feeling well or schedule a telephonic consultation. See paragraph 7 below.

4. **Filing of Tort Claims via Email.** ALL tort claims will be filed via email. An electronic SF-95 is available at <https://home.army.mil/hawaii/index.php/my-fort/services/legal> under the Claims tab. Please submit that document along with any other supporting documents you have for your claim to Levi K. Hookano at levi.k.hookano.civ@mail.mil.

5. **Personnel Claims (HHG, Auto, and Incident to Service Claims) Continue to be Processed Online Through Fort Knox.** All personnel claims continue to be processed online via move.mil and <https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf>. No such claims are accepted at the Schofield Barracks claims office.

6. **Divorce and Separation Brief Orientation Video.** The divorce and separation briefing is suspended until further notice. Telephonic appointments will be taken on these matters.

7. **Legal Assistance Telephonic Consultations Only.** ALL legal assistance appointments will be done telephonically. Contact **SSG Victoria Collins** at victoria.a.collins21.mil@mail.mil to schedule an appointment.

8. Once again, your patience during these modified operations is greatly appreciated and the Legal Assistance and Claims personnel are doing everything they can to continue to provide the best service possible under the circumstances.

LEVI K. HOOKANO
Chief, Claims