

# Know Before You Go—Hawaii

E KOMO MAI

ARMY COMMUNITY SERVICE

SEP 2020



## Hawaii Military Installations

### Air Force Bases

Hickam Air Force Base- Honolulu, O'ahu  
Bellows Air Force Station - Waimanalo, O'ahu

### Army Bases

Fort Shafter - Honolulu, O'ahu  
Schofield Barracks - Wahiawa, O'ahu  
Tripler Army Medical Center- Honolulu, O'ahu  
Fort DeRussy- Honolulu, O'ahu  
Pohakuloa Training Center- Central Hawaii, Hawai'i  
Wheeler Army Air Field- Wahiawa, O'ahu

### Coast Guard Bases

Station Maui Coast Guard Base- Wailuku, Maui  
ISC Honolulu Coast Guard Base- Honolulu, O'ahu

### Marine Corps Base

Hawaii Marine Corps Base- Kaneohe, O'ahu

### Navy Bases

NCTAMS PAC- Wahiawa, O'ahu  
Naval Station Pearl Harbor- Pearl Harbor, O'ahu  
Barking Sands Missile Range- Kekaha, Kaua'i

## E Komo Mai to Hawaii

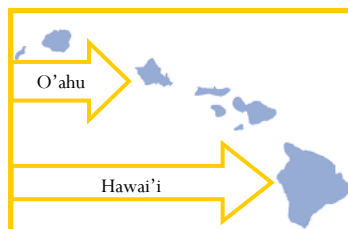
Aloha!

Hawai'i is the 50th state and most recent to join the Union. It is one of the most remote island chains on the globe, and it is located in the middle of the Pacific Ocean.

U.S. Army Garrison Hawaii provides quality services, installation facilities, training and recreational centers to nearly 100,000 Soldiers, civilians and family members stationed on the islands of O'ahu and Hawai'i.

The garrison is headquartered at Wheeler Army Airfield, just 20 miles from the state capital of Honolulu.

Hawai'i's mild climate allows for year-round training and deployment operations, while its world-renowned beaches, breathtaking mountains, and



Hawai'i, United States

tropical splendor provide countless opportunities for Soldiers and their families to make the most of their tour in paradise.

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## Travel

This may seem like a no-brainer, but you need to fly to get to Hawaii. Once your orders are available and all Dependents are Command Sponsored (see page 2), you can book flights through Family Travel to fly to Hawai'i. Expect it

to be a long flight. Estimated flight times from the West Coast are over 5 hours. So if you're coming from anywhere East of LA, your flight will be longer.

The airport is not on a military base, so arrange for transportation from the airport to lodging.

Some ideas to keep kids busy on the long flights:

1. Snacks, Snacks, & Snacks
2. Movies & Tablets
3. Coloring Books
4. Books
5. Playing I-Spy
6. Pillow & Blanket

## Army Sponsorship Program

A sponsor is a person from your gaining installation who can answer questions about Hawaii and help you before, during and, after your move.

If you haven't been assigned a sponsor, you can request a sponsor through your new unit. Units try to match sponsors and service members by rank and family status. We also recognize that the service member isn't the only

one affected by a move so kids can request sponsors, too.

To obtain a sponsor contact the Garrison Sponsorship Coordinator at 808-655-8276; DSN 312-455-8276 prior to your arrival.

All personnel assigned to Tripler Army Medical Center call 808-433-9160 to obtain a sponsor.

Your sponsor should meet you at the airport when you arrive. He or

she will escort you to the US Army Hawaii Liaison Desk to sign in.

If you are not met by your sponsor, you should report to sign-in at the US Army Hawaii Liaison Desk at the Honolulu International Airport located near baggage claim 19. You must sign in at the desk in order to begin TLA and in-processing. The 24-hour CQ contact number is 808-282-0040 .

Visit USAG-Hawaii's Home Page: <https://home.army.mil/hawaii/>



All Dependents must be screened by the Exceptional Family Member Program to obtain Command Sponsorship.

*It can take weeks or even months for your personal goods to arrive in Hawaii. Remember, they're crossing the ocean on a boat.*

## Command Sponsorship

Dependents moving with Service Members to Hawai'i must be Command Sponsored. This means that the installation is able to support the Family Members' basic needs. To qualify for a "With Dependents" tour to Hawai'i, the Soldier must have served for 36 months with 12 months remaining on his or her contract. Exceptions may apply.

A Command Sponsorship checklist is available at Family Travel 808-655-1804 or Schofield Barracks ACS 808-787-4227.

Command Sponsorship should be secured before Dependents come to Hawai'i. Command Sponsorship begins the day the application is approved by the Army. It does not begin the day family members arrive in Hawai'i. It enables the Army to pay for flights and appropriate family housing.

To receive Command Sponsorship, Dependents must be cleared through the Exceptional Family Member Program. EFMP ensures your family's special medical or educational needs are met before, during, and after your move.

### Contact EFMP

Enrollment & Renewal  
808-433-4441  
Advocacy & Navigation  
808-787-4227

The Exceptional Family Member Program has three components:

1. Identification and enrollment of a family member with special medical or educational needs.
2. Assignment coordination to ensure that a family members' needs are able to be met at the new duty station.
3. Support to help families find programs and services.

## Household Goods & POV Shipping

The Joint Personal Property Shipping Office at Joint Base Pearl Harbor-Hickam handles all processing for temporary storage and/or delivery of your personal property once it arrives on island. You can reach them at 808-473-7760.

Visit <https://move.mil/>, the Department of Defense's official customer moving portal, for weight limits, timelines, and OCONUS tips.

Access the Defense Personal Property System to upload orders and create a shipment. Then, bring your forms to your local Transportation Office to get matched with a moving company. Next, you will get packing & moving dates.

The Army will ship one POV for your family. If you want to send another car, the cost will come out of pocket.

The Surface Deployment and Distribution Command handles all privately owned vehicle shipments. You can track the status of your vehicle shipment online at <https://www.pcsmypov.com/>

Schedule as soon as you can. If you are moving during a busy PCS time schedules will fill quickly. Items may take longer to ship and arrive during busy seasons.

Remember, everything is being shipped over the Pacific Ocean, and that process takes time.

## TRICARE

You must transfer your TRICARE Plan to Hawaii.

**For Soldiers:** Enrollment automatically happens when you in process through the 25<sup>th</sup> ID Replacement.

**For Family Members:** You will need to contact TRICARE @ 1-844-866-9378. Family Members can generally choose which Military Treatment Facility (MTF) they are assigned to.

Central Appointment Line  
1-888-683-2778

TRICARE Beneficiary Counselor  
TAMC- 808-433-3422 &  
DDHC 808-433-8485



## Temporary Lodging

Contact the Housing Services Office [HSO] as soon as you receive your orders to Hawai'i. HSO will help you with temporary lodging when you arrive on island, and work with you to start looking for a place to live.

Housing Services Office  
808-655-3075/3073/3076/0077

Temporary Lodging Allowance [TLA] is authorized for up to 30 days from the Soldier's sign-in date at the Permanent Duty Station and should not exceed 60 days. Exceptions may apply.

TLA covers lodging and food while you transition between duty stations.

If you are stationed at Schofield Barracks, Wheeler Army Air Field, or Helemano Military Reservation, you no longer need to secure a statement of non-availability to book accommoda-

tions on the economy at an HSO approved property. You must book with the hotel directly and not use an external website.

Vacation rentals, timeshares, MWR cabins, and B&Bs are not authorized for TLA reimbursement.

You will initially pay for the lodging out of pocket as TLA is a reimbursement so please budget accordingly.

**TRICARE WEST**  
HEALTH NET FEDERAL SERVICES

1-844-866-WEST  
[www.tricare-west.com](http://www.tricare-west.com)

[facebook.com/tricare](https://facebook.com/tricare)  
[@tricare](https://twitter.com/tricare)  
[youtube.com/tricare](https://youtube.com/tricare)

## Child Care

Military families may request child care by visiting [MilitaryChildCare.com](https://militarychildcare.com). This Department of Defense website serves all military families seeking child-care. It includes Child Development Centers, Family Child Care,

School Age Centers, and access to military-operated child care options worldwide.

Families may search for and request care, manage their requests, and update their profile online.

Register as soon as you have or-

ders. Wait lists can be long and depend on your family's priority level.

Once your child is on the waitlist, make sure to renew your request every 30 days to stay active.



*Make sure to register as soon as possible as there is usually a wait list for open slots.*

## Education

The Hawaii Public School System falls under one school district and is managed by the Hawaii State Board of Education. There are no DoD Schools in Hawaii. With certain exceptions, all children between the ages of 5 and 18 must attend school. Kindergarten requires that a child must turn five years old before July 31st of the school year to attend.

Besides public schools, parents

have the option of private schools, charter schools, and homeschooling.

The Army School Liaison Office 808-655-8326 can help you make a decision regarding your child's education.

Plan to budget for the school bus.

**Hawaii public schools charge a fee for school bus services.**

### School registration requires:

- Birth Certificate (baptismal records or a passport is accepted)
- Certificate of Release and Proficiency from child's last school
- Special Needs students should bring in all IEP documentation
- Proof of Residency (housing papers, utility bill, etc.)
- Up-to-date shot records
- TB Test (less than 1 year old)
- Physical (less than 1 year old)

### 2020 Flat Rates for Student Bus Passes

Annual Round Trip: \$270  
Annual One Way: \$135  
Quarterly Round Trip: \$72  
Quarterly One Way: \$36

One-way bus coupons are sold by sheets of 10 at \$12.50 per sheet (cash only)

*Students with free lunch are eligible for free bus services. Passes are non-refundable.*

## In-Processing

Your sponsor should meet you at the airport when you arrive. All Soldiers must report to sign-in at the US Army Hawaii Liaison Desk at the Honolulu International Airport located near baggage claim 19. If you do not sign in,

you could experience difficulties and delays during your in-processing. You must sign in at the desk in order to begin TLA and in-processing.

Soldiers are authorized to report in civilian clothes; however, they must be clean-shaven, and in accordance with AR 670-1 (i.e., no piercings, etc.) Soldiers should bring all initial issue uniforms and hand-carry all important

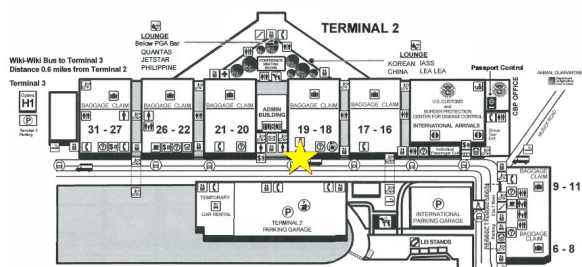
documents (i.e., orders, POV shipping information, marriage license, birth certificates, etc.). Airlines sometimes lose baggage for a few days.

Personnel assigned to 25th Infantry Division, 8th Theater Sustainment Command, USAG-HI, 130th Engineers, 8th Military Police, 45th STB, 500th MI, 205th MI, 715th MI will in-process at Schofield Barracks through Replacement Detachment. Barracks and 24-hour CQ 808-655-0389.

All other personnel assigned to

USARPAC and 8TSC HQ will in-process at Fort Shafter. In-processing begins the first Monday after you land on island. The only exception is if Monday is a holiday or DONSA, then you would report the first working day of the week.

You must report to housing within 7 workdays after your reporting date in Hawaii, even if you do not intend to reside in on post homes.



## Financial Support

Moving expenses can add up quickly and the cost of living in Hawai'i is high. Try to budget for your move before you PCS. Remember, TLA is a reimburse-

ment so you will initially need to pay for your lodgings and food out of pocket.

Cost of Living Allowance [COLA] is a non-taxable allowance granted while you are stationed in Hawai'i. It ranges from

\$500-1500 a month and is based on rank, time in service, number of dependents, and where you live. The amount of COLA can change from month to month.



Apply for an AER loan at ACS

### If you have a financial emergency, there are options :

Army Emergency Relief  
808-787-4227  
American Red Cross  
877-272-7337  
Schofield Barracks  
Finance Office  
808-655-1244



USAG-Hawaii Army Community Service (ACS) provides quality support programs, services, and various training and education to Soldiers, Families, Civilians, and Retirees stationed on Oahu.

Visit our facility for a personalized tour and overview of our programs:

- Mobilization, Deployment, & Support Stability Operations
- Army Family Action Plan
- Army Family Team Building
- Army Volunteer Program
- Employment Readiness Program
- Exceptional Family Member Program
- Family Advocacy Program
- Financial Readiness Program
- New Parent Support Program
- Relocation Readiness Program
- Soldier and Family Assistance Center
- Survivor Outreach Program
- Unit Services Coordinator
- Victim Advocacy Program

310 Brannon Road  
Building 690  
Schofield Barracks  
Hawaii, 96786

Phone: 808-787-4227  
DSN: 315-437-4227

Monday- Friday  
7:30AM—4:30PM

*Handicap Accessible*

**How can you  
learn more about  
our services?**

Call ACS at (808)787-4227

Visit ACS on Facebook

<https://www.facebook.com/Army-Community-Service-Hawaii-332495810239/>

<https://hawaii.armymwr.com/programs/acs-welcome>

## Pets

If you plan to bring pets to Hawaii, begin planning as soon as possible to minimize the time your pet may be required to be quarantined. Hawaii is rabies free so the state needs to be VERY sure your pet is not infected before it is released on the island.

There is a very specific and time sensitive process to be able to take your pet directly home from the airport. Use the state of Hawaii's Department of Agriculture's Ani-

mal Quarantine website to access checklists and forms: <http://hdoa.hawaii.gov/ai/aqs/aqs-info/>.

You will need to complete the AQS-279 and follow all instructions on "Checklist 1— For Direct Airport Release & 5 Days or Less Program" in order to avoid extensive quarantine. If you do not complete the tasks for Direct Airport Release, your pet could be quarantined for up to 120 days or sent back to the mainland

at your expense.

Expect to pay a fee of \$185-244 to retrieve your pet from the airport animal quarantine station. There are rules and regulations regarding owning pets in post housing. Island Palms Communities homes are pet friendly with a maximum of two pets per family. Certain pet restrictions do apply. There is a one time pet fee per pet upon move in and a one time de-flea charge per household upon move out.



State of Hawaii  
Animal Industry Division

Direct Airport Release  
Program Requirements

- Pet is microchipped
- Pet is vaccinated for Rabies
- FAVN Rabies antibody test completed
- Waiting period completed
- ASQ-279 pet import form completed
- Health Certificate completed by vet
- Flea & Tick treatment administered by vet
- Pet's paperwork sent to HI to arrive 10+ days before your arrival

E-mail is the quickest way to communicate with the Animal Quarantine Program:

[rabiesfree@hawaii.gov](mailto:rabiesfree@hawaii.gov)



The following pets & breeds are not permitted on privatized military housing- Dogs: Pit Bulls, American Staffordshire Bull Terriers, English Staffordshire Bull Terriers, Rottweilers, Doberman Pinchers, Chows and wolf hybrids; Exotic animals such as, but not limited to: reptiles, rodents (other than hamsters & guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, pot bellied pigs monkeys, arachnids, or any farm animal.