



Frequently Asked Questions

As of Dec. 13, 2021 @ 2 p.m.

FINANCIAL SUPPORT

Q: Who needs to come to the financial processing center?

A: If you plan to stay in a hotel, and are a Soldier, only the eldest dependent must visit a financial processing center.

If you are a DA Civilian, you must visit the financial processing center.

All Soldiers on TDY do not need to visit a financial processing center. DTS authorizations are being built off-site. The Soldiers will receive an email verification.

The only reason Soldiers would need to visit one of our financial processing centers is if they are starting or settling TLA, are signing on behalf of their eldest dependent who is under the age of 18 or have Government Travel Credit Card (GTCC) questions or concerns.

Q: Who does the financial support center assist?

A: All US Army Personnel and dependents who live in a housing area named in the Evacuation Authorization dated [9 DEC and addendums dated 10 and 11 DEC](#). This includes Soldiers and DA Civilians, and their dependents.

Q: How do I know when to come in?

A: We will process all affected Army Personnel at two sites, by the sponsor's pay-grade and first letter of the sponsor's last name, see table on the [Emergency Evacuation Authorization Entitlements flyer](#).

The Asia-Pacific Center will support E8-E9, W1-CW5, and O1-O4 Families. The AMR Community Center will support E1-E7 Families as well as O5 and above. Both financial support centers will support our Department of Army Civilians as well as walk-in Families throughout the week. Appointments are sequenced throughout the week by the first letter of the Family's last name and the sponsor's rank.

Q: What if I cannot come during my scheduled time?

A: We will not turn anyone away at either site but arriving outside of assigned period will likely cause delays. We ask all adhere to the schedule to the best of their ability to help keep wait times down.

Q: What are my entitlements?

A: Entitlements will vary based on family size and your decision to stay in your home or move to a hotel. Reference [TF Ohana Financial Support FAQs Trifold](#) for more information. Our finance experts will answer all of your questions during processing. Your entitlements begin on 2 December in accordance with the Emergency Evacuation Authorization, and are not impacted by when you process the Financial Processing Center.

Q: Can I utilized Airbnb or other vacations home rental services to procure lodging for my family?

A: Yes, use of Airbnb and other vacation home rental services to procure lodging is authorized given the evacuation authorization and resulting hotel room shortage. Families exploring this option must ensure they understand their lodging entitlement (see next question), and like all lodging, an itemized receipt must be presented to be reimbursed. In this instance, considered lodging may exceed

your entitlement so understanding said entitlement allows you to make an informed financial decision. Also, the itemized receipt is necessary to process the reimbursement request.

Q: What is the maximum I can spend on lodging?

A: Lodging claimed by the Soldier (receipt under his or her name) will be reimbursed up to the Actual Expense Allowance (AEA) of 300% of the government rate. The government rate is \$177/day. The maximum amount a Soldier can spend on lodging is \$531/night. Taxes are not included in the daily room rate, but will be reimbursed.

Dependent lodging will be reimbursed at the daily lodging rate (\$177 per dependent over 12, 50% of \$177 (\$88.50) for dependents under 12). Taxes are not included in the daily room rate, but will be reimbursed.

Example 1: Soldier is married with no kids (1 Soldier +1 Dependent over 12).

Hotel receipt in Soldiers's name will be reimbursed up to the AEA 300% or up to \$531/day. Hotel receipts in the Spouse's name are reimbursed up to \$177/day.

Example 2: Soldier is married with 4 kids (Spouse + 2 kids over 12, 2 kids are under 12).

The hotel receipt in Soldiers's name will be reimbursed up to the AEA up to 300% or up to \$531/day. Hotel receipts in the Spouse's name will be reimbursed up \$708/day (\$177 x 3 dependents over 12, plus \$177 for 2 dependents under 12 [\$88.50 x 2 = 177.00]).

Lodging decisions are unique to every Family situation. Lodging allowances will be confirmed with each Family during your scheduled financial processing appointment, so that every Family can make the best financial decision regarding their lodging options.

Q: Can I get an advance?

A: Family members authorized evacuation entitlements are eligible to receive a travel advance. Advances can be up to 80% of estimated entitlements for the first 30 days. You can apply when you process through the financial support center.

Q: What entitlements am I authorized if I stay in my affected home?

A: If you decide to stay in your home, you will be authorized the TLA Meals only rate. See the [Tri-fold](#) for specific rates. Our finance experts will work thru your unique set of circumstances during processing.

Q: Where are the financial support centers?

A: [Asia Pacific Center for Security Studies](#): 2058 Maluhia Rd Honolulu
[AMR Community Center](#) 182 Kauhini Rd Honolulu

Q: What if I do not have a Government Travel Credit Card?

A: TF Ohana has a limited number of hotel rooms under contract for individuals without GTCCs or the capacity to book hotel rooms without a GTCC. Soldiers should identify at the in processing station that they need contracted lodging. TF Ohana will work with Soldiers on site to coordinate for GTCC assistance.

Q: I don't think my GTCC is active/has a high enough limit.

A: Your Chain of Command is tracking all impacted Soldiers, and is ensuring cards are active, with a \$10,000 limit. We will have help clerks at the Financial Processing centers to contact unit Agency Program Coordinators.

Q: How will TF Ohana initiate DTS authorizations for Soldiers?

A: The authorization will be initiated on your behalf. Soldiers will sign vouchers in DTS upon completion of their TDY either on site at AMR or at <https://www.defensetravel.osd.mil/>. Once the authorization is initiated, soldiers will receive an automated email verification to the email in their DTS profile. Family members will be processed using a manual system (DD 1610- Travel Orders), and this will be done at processing.

Soldiers should not have to return to the finance support center until you return to your home. You will automatically get scheduled partial payment every 30 days while on a TDY status.

Q: How often will I conduct settlements/vouchers? Who will contact me?

A: Vouchers should be filed every 10-14 days for dependents claiming safe haven entitlements. This can be done at your convenience at the AMR financial support center. Hours for filing vouchers will vary over the holidays, and will be posted on the USAG-HI website.

Q: What if I have a dependent I need to add to Defense Enrollment Eligibility Reporting System (DEERS)?

A: Dependents may only be added at the DEERS office located at the Military Personnel Division (MPD) Building 750, Schofield Barracks. Bring substantiating documents (Birth Certificate/Marriage Certificate). Authorized dependents are still authorized entitlements, but they cannot be processed or paid until a dependent is in DEERS.

Q: Where can I file claims for damaged personal property?

A: The Claims team will be available at the AMR Chapel 13-21 December 2021. Briefs are 0900, 1100, 1300, and 1500. The claims team will assist Families with the online process. See: <https://www.JAGCnet.army.mil/PCLAIMS-Info>.

Q: Can non-Army personnel come to the Army financial support center?

A: Other services and their families must use the JBPHH Military & Family Support Center's Emergency Family Assistance Center. Address: 4827 Bougainville Dr, Honolulu HI 96818 Phone: 866-525-6676.

HEALTH

Q: I live on another Army installation. Is my water affected by this issue?

A: No. Aliamanu Military Reservation and Red Hill are the only Army installations supplied with water from the Navy's water system.

- **Fort Shafter:** Water comes from two wells within Fort Shafter's own water system.
- **Schofield Barracks:** Drinking water is obtained from four deep wells located under the Schofield Barracks Water Treatment Plant. Schofield's Water Treatment Plant provides water to Helemano Military Reservation, Schofield Barracks and Wheeler Army Airfield.
- **Helemano Military Reservation:** Drinking water is obtained from four deep wells located under the Schofield Barracks Water Treatment Plant.

- **Wheeler Army Airfield:** Drinking water is obtained from four deep wells located under the Schofield Barracks Water Treatment Plant.
- **Tripler Army Medical Center:** Tripler's water comes from its own water treatment plant, which is located south of the installation boundary.

Additional details about the water on Army installations is available online at <https://home.army.mil/hawaii/index.php/garrison/dpw/drinking-water>.

Q: I have health concerns. Where should I go?

A: Medical screening is available at the AMR Community Center from Dec. 13-16 between 8 a.m. 8 p.m. The last date you can be screened at this facility will be the evening of Dec. 16. Beginning Dec. 17, medical assistance is available by calling the Military Health System Water Hotline at (808) 433-8102 or the TRICARE Nurse Advice Line at 1-800-874-2273.

Q: Is the HVAC system in AMR and Red Hill homes pushing out contaminated air?

A: No. The HVAC systems in AMR and Red Hill homes do not spray water in the air; they recirculate water in an enclosed loop to help cool your home, very similar to how a radiator cools a car engine.

SERVICES

Q: Where can I pick up potable water?

A: Bottled water distribution will continue to be available at the AMR Shoppette, 24-hours a day. Bulk water distribution will also continue to be available, 24-hours a day. As of December 12, bulk water can be received at the following locations: AMR Shoppette, AMR Child Development Center, Red Hill Community Center, Red Hill Elementary, Catlin Drive JBPHH, and Hickam Makai Recreation Center. We are assessing whether or not to consolidate bulk water sites on AMR and Red Hill during the Holiday leave window, and we will update you if we make any adjustments.

Island Palm Communities has bottled water available to residents at both the Aliamanu and Red Hill community centers every day from 8 a.m.-6 p.m. Families are limited to one case per household, and cases are available on a first-come, first-served basis.

Q: When are shower services changing?

A: The temporary shower facilities at AMR will continue to be available from Dec. 13-16. The hours of operation are 0500-1000 in the morning, 1200-1400 in the afternoon, and 1800-2200 in the evening. As our Families transition to the new entitlements, temporary shower facilities will close. Last time to take a shower in the AMR facility is Dec. 16!

Q: When are laundry services changing? Where can I do laundry?

A: The final day for drop off will be on Tuesday, Dec. 14 at AMR, Hilton Hawaiian Village, Outrigger, Best Western, Ala Moana Hotel, and the Alohilani Hotel. The final day for laundry pick up will be on Friday, Dec. 17 at AMR only. Laundry service will no longer be available after Dec. 17.

AAFES has 10 washers and 10 dryers available for use 24/7 at the Fort Shafter Laundromat (Bldg. 537, Arsenal Road). Cost is \$2 to wash or dry. The machines are coin operated and there is a coin change machine in the facility.

Information for families living on Joint Base Pearl Harbor-Hickam is available at <https://www.cpf.navy.mil/JBPHH-Water-Updates/#showers>.

Q: When is school bus service ending?

A: School bus service will terminate after the morning pick-up of Dec. 17. Buses are servicing the following schools: Aiea Intermediate, Aiea High, Aliamanu Middle, Makalapa Elementary, Pearl Harbor Elementary, Red Hill Elementary, Webling Elementary, Radford High, Moanalua Middle, and Moanalua High.

Q: When is the shuttle service ending?

A: Shuttle service will continue to be available from Dec. 13-17. The daily hours of operation are 6 a.m.-7 p.m. This service will end on Friday, Dec. 17.

Q: When are hotel liaisons ending?

A: Hotel LNOs will continue to be available 24 hours a day from Dec. 13-16. The following hotels are currently staffed with LNOs: Hilton Hawaiian Village, Best Western, Alohilani, Ala Moana Hotel, Equus, Outrigger Reef, Outrigger Beachcomber, Outrigger Waikiki, Hilton Waikiki, Hyatt Regency, Aston Waikiki, Doubletree, Marriott Waikiki Beach, and Holiday Inn Express. On Dec. 17, we will maintain an off-site hotel liaison office available via the Task Force Ohana Hotline at (808) 620-7938 or (808) 620-7951.

Q: Are the services listed available for Army personnel who reside in non-Army housing?

A: Yes, all services are available to Army personnel (active duty or civilian) regardless of where they live in an affected area in military housing.

PETS

Q: I'm worried my pet may be sick. What is the guidance?

A: Common symptoms of petroleum poisoning in pets include vomiting, gastrointestinal issues, and lethargy. It can progress to more serious clinical signs if not removed.

The best course of prevention is to provide non-contaminated water to your pets, do not bathe with contaminated water and try to prevent any contact with contaminated water outside. Should your house have a persistent strong odor it is not recommended to leave your pet in there all day.

Most patients will recover quickly after the toxin is removed. Underlying conditions can hinder this recovery.

The Fort Shafter Veterinary Clinic is holding walk-in hours for affected families. Check their [Facebook page](#) or call (808) 438-5231 or (808) 438-5233 for information on upcoming dates and times.

Q: Are there any facilities available for boarding pets?

A: No cost boarding for affected Families residing in hotels is available at the MWR Kennel through Dec. 17. Beginning Dec. 18, pet boarding will transition to a fee service. For details and pricing, please contact the MWR Kennel at (808) 368-3456. They can be reached at (808) 368-3456. Address is 99-951 Halawa Valley St., Aiea, Hawaii 96701.