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HQ, U.S. Army Installation Management Command
Fort Sam Houston, TX
291545ZMAR19

OPERATIONS ORDER 19-035: Standard Operating Procedure (SOP) Development for Addressing Unauthorized Child Care in Government and Privatized Housing (U)

Refs: (a) (U) Army Regulation 608-10, Child Development Services, 11 May 17
(b) (U) Army Regulation 608-18, The Army Family Advocacy Program, 30 Nov 07 (Rapid Action Revision, 13 Sep 11).
(c) (U) Army Regulation 420-1, Facilities Management, 12 Feb 08 (Rapid Action Revision, 24 Aug 12)

(U) Time Zone Used Throughout the Order: Zulu.

1. (U) **SITUATION.** Unauthorized child care in government owned, leased, or privatized housing puts the health and safety of children at risk. In some instances, the guidance provided to occupants in government and privatized housing on IMCOM garrisons (e.g., tenant handbooks) does not clarify the rules and responsibilities governing provision of child care in housing.

1.A. (U) Unauthorized child care is defined as anyone living in government owned, leased, or privatized housing providing child care for more than 10 child care hours per week on a regular basis. A child care hour is defined as one (1) child for 1 hour of care. For example, the 10 hours could include one (1) child in care for 10 hours or two (2) children for five (5) hours, etc. The 10 hour child care limit was established to protect children from being in unregulated, and possibly unsafe child care settings on an on-going basis.

1.B. (U) The Army has a responsibility to balance the ability of Families to rely on one another to meet their short term child care needs with protecting the safety and well-being of children.

2. (U) **MISSION.** Not Later Than (NLT) 03 May 19, garrisons will develop and implement a local SOP for addressing unauthorized child care in order to clarify the rules and responsibilities governing provision of child care in housing.

3. (U) **EXECUTION.**

3.A. (U) Commander's Intent.

3.A.1. (U) Purpose: The purpose of this OPORD is to direct IMCOM garrisons to gather local subject matter experts in child care, Staff Judge Advocate (SJA), Department of Public Works (DPW), government and privatized housing representatives, and installation leadership to establish a local SOP clarifying the rules

and responsibilities governing provision of child care in housing and how instances of unauthorized child care will be addressed.

3.A.2. (U) Key Tasks:

3.A.2.A. (U) Garrisons will assemble a team of local stakeholders (child care, SJA, DPW, government and privatized housing representatives, installation leadership and others as required) to develop an SOP.

3.A.2.B. (U) Garrisons will incorporate templates of enclosed documents to be used as part of their local SOPs.

3.A.2.C. (U) Garrisons will submit approved local SOPs to HQ, IMCOM G9.

3.A.2.D. (U) Garrisons will publish and implement their local SOP.

3.A.3. (U) End State: The mission will be complete when all IMCOM garrisons have implemented fully coordinated and collaborated local SOPs in accordance with this guidance.

3.B. (U) Concept of Operations.

3.B.1. (U) This is an enduring mission and will continue as the IMCOM standing operations process and procedure unless otherwise directed by the CG, IMCOM.

3.B.2. (U) Garrisons will prepare unauthorized child care SOPs as outlined in this OPORD using the guidelines below as well as local coordination between stakeholders.

3.B.2.A. (U) When unauthorized child care is reported in government owned, leased, or privatized housing the following steps will be taken to mitigate the risk of harm to children in the unauthorized child care home.

3.B.2.A.1. (U) Complaints of unauthorized child care may be received from a variety of sources to include Interactive Customer Evaluation (ICE) complaint, Commanding General (CG) hotline, phone call to the Provost Marshal Office (PMO), Child and Youth Services (CYS), etc.

3.B.2.A.2. (U) Management personnel from CYS, will visit the home within two (2) working days of receiving a complaint to verify whether or not an individual is providing child care without a valid Family Child Care (FCC) home certificate.

3.B.2.A.3. (U) The Army Housing Manager/Office, as well as the privatized housing office, will be notified of the pending home visit and may elect to accompany CYS personnel when conducting the unauthorized child care investigation.

3.B.2.A.4. (U) Personnel from CYS will not enter the housing unit without the consent of an adult occupant.

3.B.2.A.5. (U) If it appears that no one is home a second attempt will be made within 24 hours by CYS.

3.B.2.A.6. (U) If during the investigation a preliminary determination is made that unauthorized child care is taking place, the individual will be given notice of the requirement to be certified to provide child care. Garrison Commander (GC's) are required to coordinate with their servicing legal advisors in order to comply with local Commander's Critical Incident Reports (CCIR) any applicable local and state reporting requirements and to provide notification to affected persons (i.e., patrons of the unauthorized childcare) as appropriate.

3.B.2.A.7. (U) When a determination is made by CYS management personnel that an individual is providing care in the home in excess of 10 child care hours per week on a regular basis, the GC will provide written notification to the individual within 2 (two) days to cease and desist provision of care immediately. Copies of the Unauthorized Child Care Investigation Report and the GC notification will be sent to the government and privatized housing offices, PMO, and the resident's unit leadership or supervisor. Individuals providing unauthorized child care will be advised that their housing privileges may be terminated or they may be barred from post, if unauthorized child care continues.

3.B.2.A.8. (U) If the unauthorized child care continues after GC notification, or if subsequent reports of unauthorized child care are received, CYS personnel will again notify the GC. The GC will consult with the SJA regarding immediate action to prevent the unauthorized child care from continuing. If the unauthorized child care is occurring in non-privatized housing, the GC may take action to terminate housing privileges. If the unauthorized child care is occurring in privatized housing, the GC will inform the privatized housing office that unauthorized child care is occurring at the residence and request that they take immediate action to address the matter under the terms of the lease. If necessary, the GC has the authority to bar individuals from the installation.

3.B.2.A.9. (U) If during the investigation occupants of the home are unresponsive or refuse to cooperate, the GC and the government and privatized housing offices will be notified immediately for consideration of appropriate actions to be taken.

3.B.2.A.10. (U) If during the investigation evidence of child abuse or neglect are observed all mandated child abuse/neglect reporting requirements will be met to include reporting to the garrison Reporting Point of Contact, PMO, State Child Protective Services, and submission of CCIR to IMCOM.

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3.B.2.A.11. (U) If the individual elects to become certified, CYS may begin the certification process as outlined in AR 608-10.

3.B.2.A.12. (U) All reports of unauthorized child care will be documented on initial and supplemental Reports of Unusual Incidents (RUI) to IMCOM G9/CYS.

3.B.2.A.13. (U) The Army Housing Manager will ensure that all residents of non-privatized housing are advised of the requirements for providing child care in government housing. IMCOM G9 will coordinate with the Deputy Assistant Secretary of the Army for Installations, Housing and Partnerships (DASA-IH&P) to ensure that all tenant handbooks contain standardized language regarding the requirements to provide child care in privatized housing.

3.B.2.A.14. (U) Garrisons will routinely distribute the requirements for Family Child Care certification through the local Morale, Welfare and Recreation (MWR) marketing office, and other media venues such as the MWR web page, and the Commanders Information Channel. Marketing materials have been published for this purpose.

3.C. (U) Tasks to Subordinate Units.

3.C.1. (U) IMCOM Directorates. (E, P, R, S, T)

3.C.1.A. (U) Ensure garrisons comply with the instructions in this order.

3.C.1.B. (U) See Coordinating Instructions

3.C.2. (U) U.S. Army Garrisons. (All)

3.C.2.A. (U) NLT 03 May 19, garrisons will develop an Unauthorized Child Care SOP in accordance with (IAW) this guidance and local stakeholder coordination.

3.C.2.B. (U) NLT 03 May 19, garrisons will incorporate documents located in Annexes A and B into their local SOPs.

3.C.2.C. (U) NLT 03 May 19, garrisons will submit SOP's signed by the GC to points of contact (POCs) listed in para 5.C.1. through their respective ID.

3.C.2.D. (U) NLT 03 May 19, garrisons will publish and implement local Unauthorized Child Care SOP.

3.C.2.E. (U) See Coordinating Instructions.

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3.D. (U) Coordinating Instructions.

3.D.1. (U) Direct Liaison Authorized (DIRLAUTH) is granted to all Commands, units, IMCOM Directorates, and Garrison staff to take necessary actions in support of the execution of this order. At the direction of IMCOM G9 participate in or take action in support of activities, meetings, and/or conferences required to successfully execute this order.

3.D.2. (U) HQ, IMCOM G9 CYS may grant requests for exemptions to the instructions in this order or suspense extensions on a case-by-case basis.

3.D.3. (U) Request for a Primary and an Alternate POC for this order.

4. (U) **SUSTAINMENT**. None.

5. (U) **COMMAND AND CONTROL**.

5.A. (U) Command. The Office of Primary Responsibility is HQ, IMCOM G9 and all others are the Office of Coordinating Responsibility.

5.B. (U) Control. None.

5.C. (U) Signal.

5.C.1. (U) HQ, IMCOM G9 POC for this action: Primary POC, Mrs. Dorothy Vaught-Brown, comm: 210-466-1428; (DSN: 450); email: Dorothy.r.vaught-brown.naf@mail.mil or Alternate POC, Ms. Ivory D. Marshall, comm: 210-466-1055; (DSN: 450); email: ivory.d.marshall.naf@mail.mil.

5.C.2. (U) Acknowledge receipt of this order to the POC in para 5.C.1.

ACKNOWLEDGE:

BECKER
LTG
Commanding

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OFFICIAL:

SCOTT.JERRY.DOUGLAS.1043607983
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Date: 2019.03.29 09:28:06 -05'00'

Chief, Operations Division For:
HOEHNE
SES
G3/5/7

ANNEXES*:*
A – (U) Garrison Commander Notification of Unauthorized Child Care
B – (U) Unauthorized Child Care Investigation Report

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