



INFORMATION AND REFERRAL FACT SHEET FREQUENTLY ASKED QUESTIONS

Q: WHAT IS THE FLEET AND FAMILY SUPPORT CENTER?

A: *The Guam Fleet and Family Support Center offers many different programs and services: Deployment Support, Life Skills Education, New Parent Support Program, Family Advocacy Program, Babysitting Workshops, Sexual Assault Prevention and Response Program, Transition Assistance Program, Individual, Family and Marital counseling, Family Employment Readiness Program, Instant Friends Club, Financial Counseling, and support for the Ombudsman Program. Classes include: Interviewing techniques, Job Survival, Stress and Anger Management, Sponsorship Training, and Disaster Preparedness.*

Q: WHAT IS THE RELOCATION ASSISTANCE PROGRAM AT THE FLEET AND FAMILY SUPPORT CENTER?

A: *The Fleet and Family Support Program offers services through the Relocation Assistance Program. These services include Hospitality Kits, Welcome Aboard Packages, and several class/workshops. Hospitality Kits are items that are loaned to families PCSing to and from Guam and include pots and pans, dishes, utensils, and some baby items.*

Fleet and Family Support Center, Guam offers Relocation classes such as: Welcome to Guam Orientation and Island Tour, Command Sponsorship Training, Disaster Preparedness, Newcomer's Brief, and Smooth Move Workshops. Classes and times can be found in the FFSC Guam Newsletter or call 333-2056.

Q: WHAT IS MILITARY HOMEFRONT?

A: *Military Homefront (www.militaryhomefront.dod.mil) is the Department of Defense website for official Military Community and Family Policy program information, policy and guidance designed to help active duty members and their families. On the Military Homefront website is a service called Military Installations. Military Installations provides information about all bases worldwide for all branches of services that can be downloaded and printed.*

Q: HOW DO I APPLY FOR MILITARY HOUSING ON GUAM AND WHAT IS THE WAIT?

A: *Prior to arriving on island, individuals with command sponsored dependents should contact Guam's Navy Housing Office to schedule an appointment at 671-333-2081/2. You are further advised to submit an advanced housing application (DD-1746) to verify housing eligibility and planning of government quarters availability. This determines if TLA will be authorized and for how long. Applications should be faxed to 671-339-2462, along with a copy of the member's orders and service record Page 2 (for dependent verification).*

Incoming service members with command sponsored families will be authorized TLA pending assignment to government quarters. Members MUST contact the Guam Navy Gateway Inns & Suites at 671-339-5259 for reservations or obtain a "NON-AVAILABILITY" letter with a control number prior to making reservations with a TLA approved hotel. This process will determine whether or not your first night on Guam will be spent at Navy Gateway Inns & Suites or a hotel. If you plan to travel with pets check with the Navy Gateway Inns & Suites or the TLA approved hotel you have made reservations at on their pet policy.

Upon arrival, members must report to their command and PSD/Disbursing to receive a TLA Brief. TLA is not authorized "while in transit" and orders MUST be stamped. Individuals are also required to report to the Guam Navy Housing office within 48 hours of arrival in order to be eligible for TLA. You must report to the Guam Navy Housing Office even if you have already purchased a home or plan on buying one, found a place to rent, and/or plan to live with family or friends.

Unaccompanied Military Personnel -- Bachelor quarters are constantly being renovated to meet the Navy's high standards. On Naval Base Guam, there are 23 bachelor quarters, consisting of 17 enlisted buildings, 2 CPO and 4 officer buildings. Combined, these buildings can house a total of 786 military members.

Depending on the command to which you are being assigned, E-5 thru E-6 may be required to live off base if bachelor quarters are not available.

For bachelor housing information, call 671-339-5259 or DSN 315-339-5259.

Q: WHAT IS THE EDUCATION SYSTEM LIKE ON GUAM?

A: Active Duty military and federal employees hired from the United States with return rights may choose to enroll their children in the Department of Defense Guam District Schools. You may choose to enroll your children in the Guam Public Schools, private schools, or a home school program. To register you children you should bring copies of report cards, test results, and any other documents that would be helpful in student placement. Official documents required for registration may vary at different schools and may include birth certificate or passport, orders, identification card, sponsor and child's social security number, immunization records, and emergency points of contact information.

Q: WHAT EMPLOYMENT ASSISTANCE PROGRAMS ARE AVAILABLE ON GUAM FOR SPOUSES AND DEPENDANTS?

A: The Fleet and Family Support Center offers the Family Employment readiness Program (FERP). This program offers a full range of employment assistance through workshops, resume writing assistance, job listings, client computers, and a reference library. FERP classes are offered monthly and include the following topics: Guam employment orientation, job search strategies, self-assessment, resume writing, and interview techniques. In addition, the FERP manager offers individualized assistance through counseling. The FERP manager also maintains job banks for private sector, local, and federal government employment. These job banks are updated on a regular basis and as vacancies occur.

Q: WHAT ARE CHILD CARE PROGRAMS LIKE ON GUAM AND IS THERE A WAITING LIST?

A: The military provides two basic types of child care: Child Development Homes and Child Development Centers. Care is provided for infants over the age of six weeks through pre-school age. Child Development Centers (CDC) are located on Naval Base Guam, Naval Hospital, and Andersen Air Force Base. Rates are based on total family income. There is usually a one to three month waiting list for services and priority depends on the sponsor's status: dual-active duty, single parent, etc and on the date of application. Prospective patrons are required to fill out a wait list data card in order to be placed on the list at each facility. Drop-in care is on a space-available basis.

Child Development Homes (CDH) Programs offer in-home care and are located on most military housing installations. The actual cost is negotiated between the provider and the parents. The CDH office and the Fleet and Family Support Center have a current list of providers and information concerning using a CDH.

FREQUENTLY REQUESTED RESOURCE PHONE NUMBERS:

Fleet and Family Support Center	NBG (671) 333-2056/7/8
Quarterdeck	NCTS (671) 355-5333/4
Navy Housing Welcome Center	NBG (671) 333-2081/89 Fax (671) 339-6111 NCTS (671) 355-5408
Naval Hospital	Quarterdeck (671) 344-9340 Primary Care Appointment Line (671) 344-9202 Emergency room (671) 344-9232/9314 Tricare Enrollment Office (671) 344-9777
Personal Support Detachment (PSD)	NBG (671) 339-2311
Personal Property Office (PPO)	NBG (671) 333-2045/6/7
Personal Owned Vehicle (POV)	NBG (671) 339-2205
American Red Cross	Hagatna – off base (671) 472-6217
Navy Marine-Corps Relief Society (NMCRS)	NBG (671) 564-1879/80
DODEA Schools	McCool Elm/Mid School-NBG (671) 339-8676/7/8/9 Andersen Elementary School-AAFB (671) 366-1511 Andersen Middle School-AAFB (671) 336-3880 Guam High School- Naval Hospital (671) 349-5410
Guam One Stop Employment Center	Off base (671)647-6400/6403
Human Resource Office Job Information (On Base Federal Employment)	NBG (671) 339-2224 Andersen AFB (671) 366-6141 or Fax (671) 366-4748
Child Development Centers (CDC)	NBG (671) 564-1844/5 NAVHOSP (671) 472-2312/3 AAFB (671) 366-1601/3