

# MilitaryInstallations Booklet for Twentynine Palms (MCAGCC)

## Fast Facts

**Location:** [Marine Corps Air Ground Combat Center](#) (MCAGCC) is located in San Bernardino County in Southern California. MCAGCC covers more than 998 square miles of the high desert, which makes it larger than some small countries. The premier training facility is nestled in the quiet desert paradise of Twentynine Palms, and together, makes up one of the most unique living environments in the western United States. The small military community of Twentynine Palms boasts a moderate cost of living, clean air and acts as the Gateway to the great California Outback. To view a Welcome Aboard video visit this [website](#).

**BRAC Status:** No programmed changes.

**Cost of Living:** Slightly above average.

**Base Operator:** 760-830-6000 DSN 312-230-6000.

**Population:** The population of Twentynine Palms is quite large. It includes

12,500 active duty

24,000 family members

21,000 DoD/Contractors

1,200 retirees

**Area Population:** Twentynine Palms has a population of 24,646.

**Child Care:** [Child, Youth and Teen Programs](#) consist of three Child Development Centers. The Bright Beginnings Child Development Center, Leaps and Bounds Child Development Center 760-830-3227 x252 and The New Horizons Child Development Center 760-830-3227 x222. For more information refer to Child Care in this publication.

**Schools:** There are no DOD schools. Schools attended by children living aboard MCAGCC fall under the Morongo Unified School District (MUSD). Currently, MUSD has eleven elementary schools, two middle schools, two comprehensive high schools, two continuation high schools, two state preschool programs, and a special education preschool program. For more information on class sizes, grading systems, etc. please visit the [MUSD website](#)

**Youth Services:** The MCCS Teen Program 760-830-3227, ext. 269, gives MCAGCC teens a place to enjoy arcade games, music, TV and "just hang out." The Teen Program is for authorized MCCS patrons between 13 and 18 years of age (still in high school). The Teen Program meets at the Youth Activity Center, The MCCS Youth and Teen Oasis gives children, ages 6 through 12, something to do on Saturdays. .

**Marine and Family Services:** A key resource on your installation and a gateway to accessing all of the resources available to you, the [Marine and Family Services](#) provides support to help you balance the demands of family and the military lifestyle.

**Housing:** There are ten family housing areas located both aboard the Combat Center and out in 29 Palms community. There are 2304 home/apartment units and a 83 space mobile home park for married and bachelor personnel. [Lincoln Military Housing](#) provides property management for the Military Housing aboard the Combat Center as well as the 801 housing in the 29 Palms community. Married personnel arriving in Twentynine Palms for permanent duty should report to the Family Housing Welcome Center Bldg 1003 760-830-6611/ DSN 312-230-6611 prior to executing any commitment of private or commercial rental agreement.

**Employment:** Finding a job in the high desert can be tricky. The Morongo Basin does not have a strong tourist or industrial base which provides for a variety of professional or technical positions. The Palm Springs area (over 30 miles away) does have an outstanding tourist base and offers many opportunities in the hospitality industry as well as several major hotels, casinos and high-end retail stores. The majority of the employment opportunities are in the service fields or in small businesses. The [Career Resources Office](#) aboard MCGACC can help finding a job in the high desert a lot easier for relocating spouses. The Family Member Employment Assistance Program specifically offers career counseling, educational workshops and can assist with job searches. Contact the Career Resources Office at 760-830-7225 to schedule an appointment with a counselor. Unemployment rate is 12.9%. Median household income is \$41,823.

**Base Services:**

[MCCS Facilities](#)

## Commissary - 1

MCX and MCCS Retail stores

**Medical Services:** The [Robert E. Bush Naval Hospital](#), Twentynine Palms, 760-830-2190/2651 / (DSN) 312-230-2190/2651, is a general medical and surgical hospital offering both inpatient and outpatient care. Specialty support and referrals for major inpatient and outpatient care not available locally are often provided by one of the local network hospitals such as, Hi-Desert Medical Center in Joshua Tree, Desert Regional Medical Center in Palm Springs, Loma Linda University Medical Center and Naval Medical Center San Diego. Medical support in some complex cases may not be readily available.

## Special Installation Messages:

### *Defense Service Network (DSN) Dialing Instructions*

The DSN is the provider of long-distance communications service for the Department of Defense (DoD). Every installation has a special DSN number and the numbers vary by world-wide location. In order to place a call using DSN, the caller must be using a military phone on an installation. Cell phones cannot dial DSN numbers. When dialing a DSN number from a United States installation to another United States installation, it is unnecessary to dial the DSN 312 area code. When dialing a DSN number to/from overseas locations, the DSN area code must be included. The operator can be reached at commercial (719) 567-1110. Please note that long distance charges may be incurred.

## Overview

### Location

Marine Corps Air Ground Combat Center is located in San Bernardino County in Southern California. MCGACC covers more than 998 square miles of the high desert, which makes it larger than some small countries. The premier training facility is nestled in the quiet desert paradise of Twentynine Palms, and together, makes up one of the most unique living environments in the western United States. The small military community of Twentynine Palms boasts a moderate cost of living, clean air and acts as the Gateway to the great California Outback. To view a Welcome Aboard video visit this [website](#).

### History

The land has a history of military use dating back to 1940, when the Army used the area for training glider crews. Glider training ended in 1943, when the Army switched to training fighter pilots. At the end of World War II, the Navy used the area as a bombing range until 1945, when it was transferred to San Bernardino County. In 1952, the Marine Corps took charge and was designated Headquarters Marine Corps Training Center. In 1957, it was commissioned as a Marine Corps Base. In 1979, the Base finally became what we know it as today, Marine Corps Air Ground Combat Center. For more information, please visit Twentynine Palms' [homepage](#).

### Mission

The Marine Corps Air Ground Combat Center's (MCAGCC) two-fold mission is to operate live fire combined arms training that promotes readiness of operating forces and to provide facilities, services, and support, responsive to the needs of tenant commands, marines, sailors and their families.

### Population Served

The population of 29 Palms is quite large. It includes 12,500 active duty, 24,000 family members, and another 21,000 DoD/Contractors. Because CA is a popular retirement location 29 Palms has about 1,200 retirees in the area.

### Sponsorship

To request a sponsor you should contact your gaining unit. The Relocation Assistance Office offers a Sponsorship Workshop and is available to process sponsor requests, if there are issues with the gaining unit. Sponsors will contact the inbound service member and arrange for a meet. For additional information, please contact the Relocation Team at 760-830-4028.

### Temporary Quarters

For inbound married personnel, reservations can be made at our temporary lodging facility (TLF), The Sleepy Tortoise Lodge bldg 690 at 760-830-6573/6583. The TLF only accepts dogs, in a limited number. All rooms at the TLF are efficiencies which include a kitchenette. When making reservations, make certain to mention if there are dogs staying with you and that you are on PCS order, as folks PCSing have priority.

### Relocation Assistance

The Relocation Assistance Program (RAP) is located in bldg 1551. RAP provides Welcome Aboard packages, which includes maps and other resources for those PCSing to or from 29 Palms. For information about the CG's Welcome Aboard Presentation, contact the RAP at 760-830-4028. Loan Lockers/Hospitality Kits are available with general kitchen items for families checking in or out of 29 Palms, contact the RAP for information.

### **Critical Installation Information**

There are some important rules and regulations that you need to be aware of when coming to 29 Palms.

Seat belts must be worn at all times while driving on Base.

Children under the age of 6 years old or that weight less than 60 pounds must be in a car seat.

A hands-free cell phone device must be used while driving a vehicle on or off base and texting while driving is also prohibited.

Regarding base housing, certain dog breeds are not allowed in base housing. Please check directly with the Housing Office at 760-830-6611 for specifics.

#### *Telephone Access*

The telephone information number to obtain command listing and phone numbers to the various facilities aboard MCA GCC is 760-830-6000 DSN 312-230-6000.

All official activities aboard the Combat Center have an area code and prefix of 760-830-xxxx, unless otherwise noted. All off-base, local activities have an area code of 760.

#### *Base Newspaper*

The *OBSERVATION POST* is published every Friday and is distributed to housing and other key locations throughout the Base. The Observation Post provides the Combat Center with important military news and useful advertising information.

## Sponsorship

Settling into your new location and your new unit takes time. [MilitaryINSTALLATIONS](#) and [Plan My Move](#) are designed to assist you with information about your new location. Complementing Plan My Move and MilitaryINSTALLATIONS each of the military Services has a Sponsorship Program which is very helpful in providing new unit information. If you want to learn how to be a sponsor, you can take a short [training module](#) found on MilitaryINSTALLATIONS, or if you are a Sponsor, you can use the [eSponsorship Application & Training](#) a secure website designed to train you on your sponsorship duties and provide sample materials for your use when communicating with your newcomer.

The purpose of the Sponsorship program is to:

Provide a sense of belonging

Ease the transition for inbound service members or civilians and their family members

Increase productivity

Reduce culture shock

Help newcomers make informed decisions

Cultivate new friendships

Improve morale

A sponsor is someone from your new unit who is assigned to assist you in settling into your new location. You must request a sponsor through your unit. You can learn more about the sponsorship program and how to apply through your Relocation Assistance Program or the Family Center at your new installation.

Your Service will appoint your sponsor in writing. He/she will be the same or close to your rank and the same marital status, if at all possible. This person will be knowledgeable about the local community and the installation; available to assist you and your family for at least two weeks post arrival, and be someone who is positive and outgoing.

A sponsor's duties include:

Contacting you and your family by letter of introduction or e-mail upon learning of your assignment to the installation. Following up with a personal phone call after contact has been made.

Sending information about the installation/area which you may require, or putting you in touch with the resources on the web and at the installation that provide current, complete and up-to-date information such as those provided by the Relocation Program.

Answering any questions which you or your family may have, or, again, providing the proper resources to answer those questions.

Confirm transportation and lodging arrangements.

Assisting with obtaining a Post Office Box for your mail.

Meeting you and your family upon arrival.

Accompanying you to your check in point for the unit.

Introducing you to the Family Center and lending closet

Providing essential service locations such as commissary, exchange, gas station, and bank.

Being available when you arrive at your installation to meet you, show you around, and help you through in-processing.

If you have not been assigned a sponsor, or have not been contacted as of yet, request one by contacting your gaining command or unit. If after contacting your new command you find difficulties in obtaining a sponsor, contact your Relocation Assistance Personnel for additional help with your move.

Service specific processes for requesting a Sponsor include:

**Army and Defense Logistics Agency:** AR 600-8-8 outlines procedures for DA Form 5434, Sponsorship Program Counseling and Information Sheet. Sponsorship is mandatory for first term Soldiers. All Soldiers, private through colonel (excluding those completing advanced individual training (AIT) and those PCSing to long term schools) and civilian employees through grade 15 may participate in the advance arrival sponsorship program. Reactionary Sponsorship is available for individuals arriving at an installation without a sponsor. Contact the gaining unit to request a sponsor.

**Air Force:** Gaining Unit Commander Support Staff/Military Personnel Section will assign a sponsor upon receipt of assignment notice. Assigned sponsor will then make contact with the inbound member.

**Navy:** OPNAV INSTRUCTION 1740.3C prescribes procedures regarding Command Sponsor and Indoctrination Programs. This Program is designed to facilitate the adaptation of Sailors and their families into new working and living environments, to minimize the anxiety associated with a Permanent Change of Station (PCS) move, and afford Sailors and their families the greatest opportunity for a successful and productive tour of duty.

Command sponsor and indoctrination responsibilities begin upon receipt of PCS orders and continue until the Sailor has become an integral part of the new command and is fully cognizant of all policies, programs, services, and responsibilities available through the command. Commanding Officers shall establish a Command Indoctrination Program to include the delivery of the Navy Pride and Professionalism training per this instruction. COs should ensure all incoming personnel receive command indoctrination training within 30 days of arrival or within 3 drill weekends. Enclosures (1) and (2) of OPNAVINST 1740.3C outline responsibilities and provide guidance for these programs. Assistance to local commands regarding the Command Sponsor Program is through the Fleet and Family Support Center (FFSC) Relocation Assistance Program staff.

**Marine Corps:** Gaining Unit Commander will assign a sponsor on request. Overseas commands should assign a sponsor automatically, however if one is not assigned, send a request to the gaining command using the [Sample Sponsorship Request form](#).

Sponsors' responsibilities and abilities to be available will vary from installation to installation, depending upon the priority which the installation and unit commanders give to the program; however, the Services are making the Sponsorship program a priority as research has shown the many benefits of good sponsorship to service, family members and youth.

### **Youth Sponsorship**

The Youth Sponsorship Program depends on the availability of youth who volunteer to become sponsors. The Youth Services topic should explain the Youth Sponsorship program at your new installation, but if it does not answer all of your questions, contact your Relocation Manager to inquire about the program and acquiring a youth sponsor.

## **Directions to Installation**

### **Directions to Twentynine Palms, CA Marine Corps Air Ground Combat Center (MCAGCC)**

If you are coming in on Interstate 40 East, get on Highway 95 South at Needles, CA to Highway 62 West (29 Palms Highway) at the Vidal Junction. Take Highway 62 West to Adobe Road in 29 Palms then turn right. Adobe Road runs into the main gate.

#### *Airport Transportation*

The Combat Center is located approximately 60 miles from Palm Springs Airport (PSP). The only public transportation from the airport to the Combat Center is the Morongo Basin Transit Authority (MBTA) bus service. Please call 1-800-794-6282 (in CA only) for more information.

#### *Additional Area Airports*

Other Airports utilized are Las Vegas (3 1/2 hours drive time); Ontario (2 1/2 hours drive time) and Los Angeles (3 1/2 hours drive time). There is a Marine Liaison at Los Angeles; call 310-363-1997.

Whatever form of transportation you use, request a receipt to turn in with a travel claim. *Make sure you agree upon a fare before departing the area and get a receipt upon arrival.*

#### *Arriving at Front Gate*

If you arrive at the front gate with a valid DoD sticker, proceed to your unit to begin in processing. If you do not have a valid DoD sticker then you must present your ID card, a valid state drivers license, proof of insurance and valid vehicle registration for a temporary vehicle pass and then proceed to your unit for in processing.

## Check-in Procedures

### **Check-in Procedures**

All Marines (other than C&E students) reporting aboard the Combat Center, must check in at IPAC (Installation Personnel Administration Center), Bldg 1450; 760-830-1818.

C&E students and Permanent Personnel are required to report to Customer Service Center bldg 1865; 760-830-5992.

All Naval personnel assigned to Fleet Marine Force (FMF) units (with orders to Detachment, 1st Marine Division), will report to NAVPERS Office bldg 1525; 760-830-5707. Navy personnel assigned to the Naval Hospital Twentynine Palms (NHTP) will report to bldg 1145, the Naval Hospital; 760-830-2190.

### **Travel Planning**

All personnel checking into MCGACC should make reservations for temporary lodging at the Sleepy Tortoise Lodge, the Temporary Lodging Facility aboard the base. Reservations can be made as soon as you know the dates of your arrival. The summer months are extremely busy for PCS moves, so plan ahead. To make your reservation, contact the Sleepy Tortoise Lodge at 760-830-6573.

Inbound personnel should also notify their Sponsor to let them know when you plan on arriving in Twentynine Palms. Your Sponsor will be able to meet you when you arrive and assist you in settling into your new community.

### **What to do if you Get Married Enroute**

You must notify your Command upon checking-in if your marital status has changed since your last duty station. You will need a copy of your marriage license and your spouse will need a photo ID.

## Motor Vehicles

### **Registration & Licensing Requirements**

California State law requires you to have sufficient liability insurance and a valid driver's license in order to operate a vehicle. The term "vehicle" generally includes automobiles, motorcycles, vans, trailers and boats regularly parked or garaged overnight. Further, your vehicle must be properly registered. Even though you are in the Military, you may be required to register your vehicle in-state and obtain an in-state license within a few months of moving. Access complete information on insurance, driver's licensing, and where and how to register your vehicle by visiting the [State Department of Motor Vehicles](#) website.

### **State Laws**

You and your passengers must always wear seatbelts while driving, you will be ticketed and issued heavy fines if seatbelts are not secured. State law requires that all children under 6 years of age be properly restrained in child seats. Some states also require younger, smaller children to sit in the back seat.

Motorcycles and their operators are subject to special laws. If you own and operate a motorcycle, you must comply with those laws. Visit the State Department of Motor Vehicles website for more information.

Many States and local jurisdictions have strict laws about the use of cell phones and other digital devices while driving. Research these laws on the State Department of Motor Vehicles website. Tickets will be issued and fines assessed for violating these laws. Play it safe and always use a "hands free" device if you must use a cell phone or other PDA while driving. Hands-free devices must be used while operating a motor vehicle on ALL military

installations worldwide.

### **Registering Vehicles on Base**

Smog Inspection-- All personnel registering a vehicle with the Provost Marshal's Office (PMO) will have to show proof that the vehicle has been tested and has passed the California Vehicle Smog Inspection. Changes to the Federal Clean Air Act have required the State of California to enforce the State Inspection/Maintenance program on all vehicles registered for over 60 days at military facilities.

Valid California registration will be proof that the vehicle has passed the state program. Owners of vehicles registered out of California must produce an inspection certificate issued by a Certified California Smog station or California referee.

Vehicles that fail the inspection and cannot be repaired, will be issued a one time, two year waiver. PMO will issue a two year base sticker based on this waiver. Vehicles that fail the inspection and can be repaired, will be issued a "failure" notice. PMO will issue a one time, 60 day vehicle pass to allow the owner time to repair the vehicle and have it re-tested.

Existing vehicle registrations will be valid until they expire. This policy applies to all personnel, civilian and military, who are assigned here 60 days or longer. Combat Center Order (CCO) 6280.2 addresses this issue in detail.

Owners of motor vehicles must present the following in order to register their vehicle on base:

valid driver's license

current vehicle registration

proof of an auto insurance liability policy with a minimum coverage of 15-30-5 (in thousands), which is mandatory under California law

Marines and Sailors under the age of 26 must have completed a DOD-sanctioned driver improvement course

Motorcycles -- In addition to the above, a DoD Motorcycle Safety Course must be completed prior to registering a motorcycle aboard the Combat Center.

You can reach the Vehicle Pass and Installation Access Card section at the Visitors Center bldg 901 at 760-830-6794/6734/7700.

#### *California Driver's License*

Active duty military are exempt from having a California Driver's License, but you must have a valid driver's license from another state in order to operate a vehicle. Dependents must get a California license if they are working in California. If the vehicle is registered in the dependant's name only, then the vehicle must be registered in California within 20 days of arrival in the state.

## Education - General Overview

### **Introduction**

Schools attended by children living aboard MCAGCC fall under the Morongo Unified School District (MUSD). There are no DOD schools. MUSD has 1,100 employees who provide services to 9,301 students in the high desert of San Bernardino County.

Currently, MUSD has eleven elementary schools, two middle schools, two comprehensive high schools, two continuation high schools, two state preschool programs, and a special education preschool program. Striving to meet the needs of a diverse student body, the District provides a wide array of programs, including special education, English Language Learners Program, athletics, advanced placement, GATE, and many others.

The emphasis on learning requires an outstanding instructional staff. Teachers are encouraged to develop and maintain their career skills and are assisted in doing so. For post-graduate study, advanced classes are offered locally through Chapman and National Universities, California State University at San Bernardino has a satellite campus in Palm Desert and Cal State Coachella Valley campus is under construction. The University of California at Riverside, the University of Redlands, and Loma Linda University are less than a two-hour drive away and are popular with the MUSD staff.

For more information on class sizes, grading systems, etc. please see the [MUSD website](#) or visit the [Great Schools website](#).

For more information, refer to the Education - Training (College/Technical) article.

### **Adult Education**

The Lifelong Learning Education Center is located in bldg 1427 south, you can contact them at 760-830-6881.

## Education - Local Schools

### **How do I choose a school?**

Choosing the right school for children is a priority for military families. Whether you are assigned living quarters or have a choice of where to live, it is important to explore all educational options to discover the proper match for each child. All parents want the best possible education for their children. Students have different learning styles and needs. Children within the same family may not learn in the same way or at the same rate. Finding the right educational setting for each child requires a careful examination of various options that are available to students and their families.

"[Choosing a School for your Child](#)", a publication of the U.S. Department of Education offers a series of checklists and pertinent questions to assist parents in making the right choices.

### **What schools are in my area (or in the area where I may move)?**

Several high quality commercial tools are available to assist in making decisions about which school to choose for your child.

[GreatSchools](#) offers listings of 200,000 public and private schools serving students from preschool through high school and more than 800,000 parent ratings and reviews. GreatSchools also has a new program called College Bound, an online approach to helping parents raise college-ready high school graduates.

Designed for military students, their families and the caring professionals who support them, [SchoolQuest](#) is an educational resource tool from the Military Child Education Coalition. It is meant to facilitate the search for new schools and centralize resources.

It's also a secure storage site for students' educational, extra-curricular, award, volunteer and work information. Please note, though, that is NOT a replacement for a school transcript. It can be viewed as a safe, centralized virtual "file drawer" where a student (or parent) can keep track of all the details that are so difficult to organize, but so necessary when students move or apply for college, jobs or military service.

In addition, SchoolQuest guests are granted access to research and time-tested information about successful educational transitions.

[Military OneSource](#) is a free service provided by the Department of Defense to service members and their families to help with a broad range of concerns including money management, spouse employment and education, parenting and child care, relocation, deployment, reunion, and the particular concerns of families with special-needs members.

### **How can I help plan for a successful transition in this new school and for my child's school career?**

Parents often want to know about the availability of extracurricular activities and sports, or the availability of advanced classes. For these questions, it is best to contact the schools directly. It is important to ask the right questions. The following resources can help with these questions and others.

[Military Child Education Coalition](#)

[Military Impacted Schools Association](#)

## Education - Local Schools/Overseas

### **Overseas Schools -- What You Should Know**

Moving your family from one installation to another in the U.S. can be challenging enough; but moving your family overseas presents an even more complex situation. One of the most important challenges can be summed up by this question, "Where are my children going to go to school?"

This article will provide resources to help guide military families through the many questions and decisions regarding local schools abroad.

### **Where do I start?**

Start with the information on your new installation. Visit [MilitaryINSTALLATIONS](#) and review the installation's

Education - article. All of the overseas installations have dedicated a portion of the Education article to discussing the education options available in the local community as well as the DoD schools located on the installation, if available. Most installations overseas that allow accompanied family travel have one or more DoD schools.

### **What is the difference between a DoD school and an international or national school?**

**DoDEA** is the Department of Defense Education Activity. DoDEA operates DoD schools in 12 foreign countries, Guam and Puerto Rico. All DoDEA schools are fully accredited by U.S. accreditation agencies and maintain high academic standards with well rounded educational programs. Visit the [DoDEA School Report Card website](#) to find a detailed discussion of each DoD School.

DoDEA has launched an Online Student Pre-Registration System for School Year 2011-2012, with the aim of reducing the time parents will have to wait at the school registration site. The new program will also allow school officials to better predict school enrollment for the upcoming year, make more informed decisions regarding teacher and staff requirements, and prepare in advance for special services, supplies, and other classroom needs. Parents can pre-register their children by visiting the [registration website](#).

In addition to DoDEA, the [U.S. Department of State's Office of Overseas Schools](#) mission is to promote quality educational opportunities for dependents of American citizens overseas at the elementary and secondary level. If a DoD school is not available on your installation there may be a school in the local community that is an American-Sponsored Elementary and Secondary School.

International schools are English-language schools whereas National schools are schools where courses are taught in the native language. The curriculum and grading system of an International school tends to be similar to the traditional American education system. This is a consideration if your family will be returning to the U.S. prior to your child or children graduating high school. Remember, when choosing a school it is best to try to match the school with your child's needs and expectations.

### **Where can I find a list of International schools in the country where my family is moving?**

The Internet can be an excellent resource for finding International Schools overseas. You can find a complete directory of overseas schools on the [International Schools Services' website](#).

In addition, the [World Wide Schools](#) website is an excellent resource. From the homepage you can select the country. Once you have done this, a list of schools will appear and you can then choose which one you are interested in researching. All of the information appearing on this website is provided by the schools directly. Some of the information you may find on a school includes: a background summary about the school, the school's address, phone number, website, and even the email address of the director of the school. This information should be explored so that you can make comparisons with other International schools in the area to determine the best place for your child/children.

### **How do I decide what school is best for my child?**

This process is much the same as it would be in the U.S. You may not have as many choices but it is important to make a list of possible schools and then begin to ask around. This is a daunting task since it is likely that there will be a language barrier. However, talk to the Relocation Personnel in the Family Center and your sponsor at your new installation who may be able to put you in touch other families with children around the same age as your child/children. Always contact the school directly and ask for references.

Once you have narrowed down your options, interview the school or schools directly. This is best done in person, if possible. Ask about: attendance, atmosphere, curriculum; grading system, tuition, accreditations, the staff and administration; as well as other practical details such as, does the school provide meals, what types of extra curricular programs are available, is there transportation, holidays and schedule, sports programs, before and after school care programs, and how is the facility maintained.

### **Now that I have chosen a school, how do I successfully facilitate the transition for my child?**

A successful transition should be a priority during planning the move and once the move has been completed. The more knowledge you provide your child with, the more confident he/she will feel once he/she arrives at the new school. Allow your child to be a part of the decision making process, if he/she is old enough, and take his/her opinions into account.

[MilitaryStudent](#) provides several valuable tools to facilitate the transition process. Although many of these tools are



not geared specifically to an international move the resources provided do apply to any military student transitioning to a new school in the U.S. or overseas.

## Education - Training (College/Technical)

### **Installation Education Center**

The Combat Center, Lifelong Learning Education Center is located in bldg 1427 South at 760-830-6881. They have weekly briefs on the G.I. Bill and tuition assistance you can also contact them for financial aid and information about college's in the area.

### *Testing*

A full-service program is available to base personnel through the Defense Activity for Non-Traditional Education Support (DANTES) Program. The College Level Examination Program, DANTES Subject Standardization Test, Excelsior College Examinations, ACT and SAT tests are all available. The Education Center can order and administer many certification and licensing examinations at no charge, including Praxis Series examination for elementary and secondary education students. The Education Center also maintains a Military Classification Testing Program that includes the Armed Forces Classification Test, the Defense Language Proficiency Test and the Defense Language Aptitude Battery. Tests are administered at scheduled times.

### *Military Academic Skills Program*

The Military Academic Skills Program (MASP) is designed to improve learning abilities in the areas of math, communications and English. The program runs for four weeks, Monday through Friday, from 7:30 am to 4:30 pm. This no-cost program provides all books, supplies, and other materials. Commanding Officers may refer students or service members may refer themselves. Completion of the program is expected to improve scores on ASVAB, which helps with lateral moves and increased performance upon return to their respective units. Family members are eligible to participate on a space available basis.

### *United States Military Apprenticeship Program*

United States Military Apprenticeship Program and the US Department of Labor, Bureau of Apprenticeship and Training, have agreed that a number of military skills can lead to certification of completion of apprenticeship in jobs comparable to civilian fields. To qualify for this program, servicemembers must be on active duty, have a high school diploma or GED equivalence, be designated in a job speciality with approved apprenticeable skills and meet the requirements for the journeyman rating, applicable to the trade. A current list of related civilian trades approved for the USMAP are listed on the USMAP Website.

### *College Classes*

The Combat Center has Copper Mountain College and National University aboard the installation offering classes during the week in the early evening hours. Degrees are available at all levels, from Certificate programs through Graduate level in 20 different areas of study. Both facilities offer classes in an accelerated format. Programs, course descriptions and financial aid information are available at both the Education Center and at each institution.

### *Tuition Assistance*

California Career School also offers a program where you can qualify to become a Commercial Truck Driver. This program is also covered by tuition assistance.

The Tuition Assistance program which is available to active duty service members has a yearly entitlement available. This entitlement can pay 100% of the cost of tuition, contact the Education Center at 760-830-6881 for all the details.

The Education Center has qualified career counselors who provide counseling to service members, family members and civilians. It is a DANTES testing site and offers high school equivalency tests, tests for college credit, undergraduate admissions tests, graduate admissions tests and certificate exams. It also offers Military Classification Tests such as AFCT, DLAB and DLPT. The resource library has up-to-date school references and scholarship and financial aid information.

The MCCS Lifelong Learning Education Center is fully staffed and very knowledgeable in all facets of continuing education, college planning, as well as military education and testing.

## Library

### Marine Corps Library Programs

The United States Marine Corps General Library program supports the quality of life and well-being of Marines and their families amidst diverse circumstances. Lifelong Learning Headquarters (LLHQ) extends library services to remote Marines, coordinates policy, and manages reporting requirements for the installation General Libraries. Sixteen General Libraries and 11 branch libraries provide collections of 60% professional and academic materials and 40% leisure reading to eligible patrons. An Integrated Library System and General Library websites provide online access to additional resources and services.

On installations, General Libraries play an important role in the professional life of Marines and the family life of their dependents. Collections include academic and professional research resources so that Marines can readily locate professional reading titles, earn college degrees or certifications, update their promotion package, prepare for retirement, and expand future career opportunities. Several on-base colleges offer orientation classes in library research skills at installation libraries. Voluntary Education and General Libraries work in cooperation to meet the needs of Marines receiving tuition assistance. Materials for Marines preparing for CLEP and DANTES tests are in high demand, and library computers are often used to take practice tests. An Inter Library System (ILS) extends the use of each General Library's collection. The system supports remote access to databases and the General Libraries' electronic catalogs. It provides an online public catalog for locating and delivering interlibrary loan materials that meet a scholar's demands, a historian's needs, or a hobbyist's interests.

On-base General Libraries extend opportunities for community sharing, learning environments, and entertainment for single Marines, families on base, and families of deployed Marines. A thematic summer reading program has been standardized to support mobile military children. Library events that vary by base have included science experiments, multicultural activities and refreshments linked to book displays, or a private webcam meeting with a family member in combat.

Lifelong Learning Headquarters procures online databases to provide academic research, professional resources, and recreational material that is available anytime, anywhere for Marines and their families. On the General Library's website, GALE resources offer five full text newspapers and over eighteen collections of databases that cover needs such as academic research, health, criminal justice, and elementary through high school interests. [Tutor.Com](#) Live Homework Help provides online tutors for students from elementary grades through introductory college courses for a broad range of subjects including writing, mathematics through calculus, science, and history. General Librarians support cultural awareness and OCONUS families by registering library patrons for Rosetta Stone, web-based foreign language lessons. Links to NKO, MilitaryOneSource, and websites provide access to Tumblebooks, ebooks and additional databases.

Marine Corps General Libraries are award winning. More than half a dozen Librarians in the General Library program have won prestigious National Parks and Recreation Association - Armed Forces Recreation Society awards. Three of the Marine Corps General Libraries have been awarded Premiere General Library certificates from DoD and are the only Premiere Libraries within DoD. One of those libraries was elected the 2006 Federal Library/Information Center of the Year (large library category) by the Federal Library and Information Center Committee of the Library of Congress. Every success of the program is the outcome of dedication to sustaining and improving the quality of life for Marines and the Marine Corps community.

### Military OneSource On-Line Library

Our mobile military members often don't have the resources of a brick and mortar library on hand to provide entertainment, learning or solace. The Online Library provides those resources while the members are in transit or deployed. One-stop shopping for all library resources in print, electronic and downloadable format are available online, 24/7. The library provides recreation, lifelong learning, reference, and career resources for all ages and interests. **All resources including audio and eBooks are free. Resources are available anywhere in the world where there is access to the internet.**

[Military OneSource On-Line Library](#) provides 24/7 access to library materials that include:

Ability to download free books from thousands of fiction and non-fiction titles, including animated children's books, or request a free paperback or digital Playaway book from Military OneSource.

Access to data bases to pursue education, research careers, fix cars or home appliances, maintain or remodel apartments or homes, and more.

## Housing - Overview

**Government Housing**

There are ten family housing areas located both aboard the Combat Center and out in 29 Palms community. There are 2304 home/apartments for married and bachelor personnel. Married personnel arriving in Twentynine Palms for permanent duty should report to the Family Housing Office bldg 1003 at 760-830-6611 prior to executing any commitment of private or commercial rental agreement.

**Privatization**

Lincoln Property Company provides property management for Military Family Housing aboard 29 Palms.

*Eligibility*

All officer and enlisted personnel accompanied by their bona fide family members are eligible to apply for Military Family Housing.

*Availability*

The wait times for family housing vary, depending on rank and number of dependents. The summer months are usually very busy and wait times can vary greatly as compared to other times during the year. Wait times vary from 30 days to twelve months

*Single Service Member Housing*

Bachelor housing is available to single active duty service members and geographical bachelors. All bachelor housing is controlled by the commands. You will be assigned to bachelor housing when you check in to your new unit.

*Exceptional Family Member Housing*

Service members who have special housing needs for Exceptional Family Members can request assistance from the Exceptional Family Member Program Coordinator. Call 760-830-7740 for more information.

**Non-Government Housing**

Currently, there is a shortage of available off-Base housing in the Morongo Basin (Twentynine Palms, Joshua Tree, Yucca Valley.) We strongly suggested that you make liaison with the Housing Office, prior to your arrival at 29 Palms, to determine current wait times for base housing and to obtain referrals regarding off-base housing. Their number is 760-830-6611 DSN 312-230-6611. Please note, the summer months are usually very busy and wait times can vary greatly as compared to other times during the year. Other options for off-base, non government housing can be found in the nearby towns of Joshua Tree and Yucca Valley.

*Housing Referral Office (HRO)* -- Your contact for any problems you may encounter (discrimination complaints, tenant/landlord disputes, or any questions/problems about off base housing) is the HRO. Staff are available to assist you in a person to person basis to make your move to this installation an easy and pleasant one. They can provide a list of rentals with corresponding locator maps and give you information regarding the area in which rentals are located.

*DoD Automated Housing Referral Network (AHRN)*--Visit [AHRN.com](http://AHRN.com) or ask at your local housing office to learn about this DoD program that is currently available for most installations. The program allows military members and families to:

Search listings and pictures of available rentals near military installations

Find out about shared rentals

List their own properties for rent to other military families

List their homes for sale by owner (FSBO) to other military members

Contact installation housing offices

AHRN is not currently available at all installations but the phased program is adding new installations every month.

Check the AHRN [website](#) to see if your next assignment is an AHRN base and check out other features to assist you in your home search.

*Rental and Purchase Options*

If base housing is not available when you check in or if you prefer off-base housing, contact the Housing Referral Specialist for assistance. The Housing Referral Specialist has access to all real estate listings in the high desert and can search for listings according to your specific needs (size, cost, etc.). Call 760-830-1706 for more information.

*RV Park*

The Combat Center has 83 RV spaces available for daily, monthly and yearly rental. Contact the Twilight Dunes RV park office at 760-830-6583 located in bldg 690 for current rates. Pets are to be on a leash and supervised while in the RV park.

## Housing - Temporary

### Temporary Lodging Facility (TLF)

The Sleepy Tortoise Lodge is aboard the Combat Center and has 35 rooms with queen and double size beds available. Many of the rooms can accommodate up to six people. All rooms have a full kitchenette with cooking and dining utensils. High speed internet access is also available. A continental breakfast is available on a daily basis contact the front desk for information.

For room rates availability and length of stay information contact the Sleepy Tortoise Lodge bldg 690 at 760-830-6573/6583.

#### *Pets*

The Sleepy Tortoise Lodge is a dog friendly facility "ONLY" room rate and availability of pet rooms are available upon request. Please notify the TLF staff upon reservation if a dog will be accompanying you during your stay.

#### *Reservations*

Contact the Sleepy Tortoise Lodge at 760-830-6583 or DSN 312-230-6583 or visit their [website](#) for more information.

## Housing - Government

### Family Housing

Currently, there are 2304 home/apartment units for married and bachelor personnel stationed at Twentynine Palms. These units are spread out over ten family housing areas located aboard the Combat Center and out in the 29 Palms community. Married personnel arriving at Twentynine Palms for permanent duty should report to the Family Housing Welcome Center prior to executing any commitment of private or commercial rental agreement. The housing office number is 760-830-6611or DSN 312-230-6611.

#### *Privatization*

Lincoln Property Company provides property management for Military Family Housing aboard 29 Palms.

#### *Eligibility*

All officer and enlisted personnel accompanied by their bona fide family members are eligible to apply for Military Family Housing.

#### *Availability*

The wait times for family housing vary, depending on rank and number of dependents. The summer months are usually very busy and wait times can vary greatly as compared to other times during the year.

Approximate wait times for Military Family Housing are as follows:

- Junior Enlisted 2 bedroom - 90 days
- Junior Enlisted 3 bedroom - 30-60 days
- NCO 2 bedroom 3-4 months
- NCO 3 bedroom 9+ months
- NCO 4 bedroom 12 months
- Staff NCO 2 bedroom - 0-30 days
- Staff NCO 3 and 4 bedroom 90+ days
- Staff NCO 5 bedroom 6-10 months
- Company Grade 3 and 4 bedroom 0-30 days
- Field Grade 3 and 4 bedroom 5-12 months
- Senior Grade 4 bedroom 10 months

#### *Application*

You will need the following in order to apply for base housing:

DD Form 1746 (Application for Assignment to Housing)

A copy of orders showing your detachment date.

Certification of bona fide family members. Examples of bona fide family members are those individuals listed on an Emergency Data application (Page 2), NAVPERS 1070/602, a NAVCOMPT 3072, Dependency Action Status; a Record of Emergency Data or DD DD1172, Application for Uniformed Services Identification card (DEERS Enrollment).

### **Single Service Member Housing**

Bachelor housing is available to single active duty service members and geographical bachelors. All bachelor housing is controlled by the commands. You will be assigned to bachelor housing when you check in to your new unit.

## Household Goods - Overview

### **Arranging Household Goods Shipments**

As soon as you are alerted to your upcoming Permanent Change of Station (PCS) move, you can start getting your house and family ready. Clean up and get rid of junk. Hold a yard sale or take serviceable items you no longer need to a thrift shop or donate to charity. Get important family records together in one place. You can even [check your weight allowances](#) and [estimate the weight of your household goods](#) before you start to set up your move.

If you are going overseas, you should begin to plan what items you will take in your unaccompanied baggage, in your household goods shipment, and what might need to go into permanent storage. Remember, in overseas areas, the electric current is different and houses are generally much smaller than U.S. standards and cannot handle large furniture.

#### *Household Goods Shipping Process*

Most likely, you will use the Defense Personal Property System (DPS) to manage your household goods shipment. If it has been a few years since your last PCS move, you will find that process has changed. The DoD has set up a DPS portal website, [Move.mil](#), that explains this new process and provides access to DPS.

Your first step will be to visit the [DPS portal website](#). This is a public site and can be accessed from any computer, not just government terminals. Select the section called [DoD Service Members and Civilians](#) and watch the short video that explains the new processes. You will then register to use DPS, and, once that is complete, log into DPS to get started.

**As soon as you have a copy of your PCS orders** you can do your self-counseling in DPS, which allows you to do your DPS self-counseling on-line at a time and place of your choosing. Go to <http://www.move.mil/> for a password if you are having difficulties contact DMO bldg 1102 at 760-830-6119 for some assistance. Your completed self-counseling will be reviewed by a PPSO counselor who will contact you with any questions.

Some special moving situations require that you attend a counseling session in person. If you are [not eligible to use DPS](#) for counseling, you will need to set up an appointment with your transportation office **as soon as you have a copy of your PCS orders**. Do not delay this appointment! The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire.

Regardless of how you are counseled, once everything is clear, and if you choose a government move, the counselor will route your shipment to the Transportation Service Provider (TSP) with the best quality and price available. You will be notified when this is complete and you should hear from the selected TSP within 3 business days of this decision.

#### *Its Your Move—Take Charge!*

If you do not hear from your TSP within 3 business days of your initial notification, contact them to ensure that they have the best possible email and phone numbers for you. Remember that you will now be dealing directly with the TSP who has end-to-end responsibility for your personal property move, not just their local agents. Make sure you keep your contact information current in DPS throughout the move. It is important for communication between you and the TSP that they have the best phone numbers and email addresses.

After counseling, the TSP's pre-move survey of your personal property is critical in arranging your household goods shipment. Generally, this should be completed 10 or more days before your requested pick-up date. Depending on the estimated size and destination of your move, this survey will probably be performed in person by the TSP's local agent. It is important that you cooperate with the surveyor to set up this appointment. You or your authorized agent must be present during the entire survey. During the survey clearly identify all items that will be included in your shipment and answer all the surveyor's questions accurately. Do not go out and buy additional large items to add to your shipment after the survey is complete, this will change the weight of our shipment and probably cost you money for weight over your allowance.

The surveyor will also confirm dates and addresses with you at this time and will go over any special requirements. This will allow the TSP to set up the right size crews and vehicles for your move and minimize confusion and delays during your move. The surveyor should ensure that you know how to get in touch with the TSP.

### Shipping Your *Automobile*

The government may ship one Privately Owned Vehicle (POV) for you at their expense to your new overseas location, if the country allows. If the country does not allow POV shipment, the government will store it. This is handled through your DMO office. The DPS system has a whole section devoted to POV shipping <http://www.move.mil/> if you have further questions contact DMO at 760-830-6119

### Shipping Pets

Planning for shipment of your pet includes researching airline requirements and quarantine restriction laws in your new location. You will need to ask the airlines the requirements for size, weight, number of animals, kennel construction, documentation and season of the year limitations. Occasionally, small pets can be shipped on military flights but availability and regulations are always changing, as well as fees. Search [Move.mil](http://www.move.mil/) for general information on shipping pets.

Many international locations have strict importation laws including extended quarantines and restrictions on breeds or types of animals that can be brought into the country. Carefully research these rules as they could impact your moving schedule. Not only do overseas locations have strict rules but many locations have restrictions on dangerous dogs as well. Review your destination installation's Shipping Pets article for details found on the left hand tool bar on [MilitaryINSTALLATIONS](#).

### Arrival and Delivery of Household Goods Shipments

**It is your responsibility to contact the TSP as soon as you arrive at your new duty station.** Let them know how you can be contacted, phone, mobile phone and email. If you already have new quarters, they will help arrange delivery of your personal property shipments. Otherwise they will arrange for temporary storage until you have permanent housing.

Make certain that you, or someone who can act in your name, is available at your new home on delivery day. If the TSP arrives and cannot deliver the shipment, you may be charged for the attempted delivery and any additional storage that may result.

### Claims Process

What if something of yours is damaged, lost, or destroyed during the move? DoD customers are eligible for Full Replacement Value (FRV) protection on DoD-sponsored household goods and unaccompanied baggage shipments. With this protection, the TSP will either repair or pay to repair damaged items and pay the full replacement cost for items that are lost or destroyed.

Providing prompt notice of loss or damage is an essential part of the process. The TSP's delivery crew will provide you with a form to note any loss or damage you discover at the time of delivery. You will complete and sign this at the time of your delivery and a copy will be sent back to the TSP's claims office.

If loss or damage is discovered after the delivery crew departs, you must **notify the TSP within 75 days of delivery in order to retain your right to Full Replacement Value protection.** While you may use a form provided for this purpose by your TSP, the best way is to go to [Move.mil](http://www.move.mil/) and follow the instructions to [file a claim](#). From there you can complete the [loss and damage report](#) in DPS which will be available to the TSP immediately. All you need for a loss and damage report is the inventory number, the item's description from the inventory, and a brief description of the damage or loss. The TSP has the right to inspect the damaged item once they receive the notice of loss or damage. Do not throw out destroyed or unrepairable items before you have spoken with the TSP's claims agent.

**A loss and damage report is not a claim.** If you have any loss or damage to your personal property you will need to **file your claim directly with the TSP within nine months of delivery to receive FRV coverage.** Once the claim is filed directly with the TSP, the TSP is responsible for obtaining repair and replacement estimates and settling the claim by paying for repair or replacement costs. For most military shipments, you will file your claim through DPS. Again, [Move.mil](http://www.move.mil/) has instructions on [using DPS to file your claim](#).

As in the past, the Military Claims Office (MCO) is available to help you understand the claims process and your rights and responsibilities. You may still transfer your claim to the MCO if you wish. However, if you transfer your claim the MCO will only be responsible for the lower depreciated cost of items on the claim.

### Customer Satisfaction Survey

Once your personal property is delivered, you will be asked to rate your satisfaction with the customer service you received from the TSP. Make sure you take the time to do this. Your feedback will make the process better for

everyone. The Move.mil website allows you to access the [Customer Satisfaction Survey \(CSS\)](#). The SDDC website also provides detailed information about [completing the Customer Satisfaction Survey](#).

Your CSS is extremely important. If a TSP has done a good job, your survey will help ensure that they get more military moves and may even be available to you for your next move. Likewise, if your TSP failed to meet expectations, your survey will help ensure that they get fewer military moves. Completing the CSS not only lets your TSP know how they did on your move, it will help make the system better for all future military and DoD civilian personnel and their families when they move.

## Household Goods - Shipping Pets

### **Marine Corps Official Pet Policy**

The United States Marine Corps has set official policy on types of dogs allowed in installation housing and other rules surrounding pets on base. You must read this [policy](#) before you plan your move, if you plan to live in government housing.

### **Boarding**

Boarding is available aboard MCAGCC for horses only. Mares and geldings are accepted, but stallions are not permitted. The self-care boarding facility has a monthly fee. Please contact the stables at 760-830-7235 for that and more information on boarding requirements. The self-care boarding facility includes 24X24 partially covered stall, a tack locker in a locked tack room, round pen, mini-arena, a pasture with pond, covered shoeing area, wash racks and miles of trails.

Pet boarding for dogs, cats and other household animals are not available aboard the Combat Center. Check local listings for facilities near the Combat Center. A limited number of rooms are available for dogs "ONLY" at The Sleepy Tortious Lodge for information on fees and availability contact them at 760-830-6573.

### **Transportation**

There are no travel entitlements for pets on official travel orders. Space Available flights accept up to two pets (cats and dogs only with total weight not to exceed 100 pounds including cages) on AMC flights. If you are flying to Twentynine Palms on a commercial airline, please contact the airline to determine specific transportation requirements.

If you are traveling to the desert by car, please remember that it gets very hot in the desert. It is unacceptable to leave pets unattended in a vehicle when temperatures can climb to over 100 degrees.

### **Quarantine**

Contact the Base Veterinary Services for specific quarantine requirements. Call 760-830-6896 for more information.

### **Vaccinations, Licensing, and Registration**

The California Department of Health Services requires all dogs over four months old to have a certificate of current rabies vaccination stating the type, manufacturer and lot number of rabies vaccine used and date of administration. All cities and counties in California have dog control ordinances. It is strongly recommended that cats be rabies immunized, especially if they have access to outdoors. Cats, pet birds and pet rabbits must be healthy on admittance into the state. Parakeets may not be brought into the state for the purpose of sale. Pet ferrets are prohibited in California.

All pets living aboard the Combat Center must be registered and have a MICRO Chip. For assistance contact the Veterinary Services aboard the Combat Center at 760-830-6896.

### **Veterinary Services**

Veterinary Services aboard MCGACC offers sick call and vaccination appointments for the pets of active duty and retired service members. Please call 760-830-6896 for more information.

## Special Needs

As many as 15 percent of military families have members with special needs. These include spouses, children, or dependent parents who require special medical or educational services. These family members have a diagnosed physical, intellectual or emotional condition. The Exceptional Family Member Program (EFMP) serves these families

in several ways.

These four articles will provide families with special needs helpful information and points of contact:

[Enrollment/EFMP](#) – This article discusses the Exceptional Family Member Program enrollment, which is mandatory for all military personnel who have a member of their family with a medical or educational disability. The article discusses the purpose of enrollment, the process and provides Service-specific differences.

[Family Support/EFMP](#) – This article discusses the family support function of the EFMP, which may include information and referral support (to military and community resources), financial management assistance, relocation assistance, and for some families, case management. The article provides Service-specific differences and identifies the point of contact at each installation.

[Health Care/Special Needs](#) - The military health care system supports families with special needs in a number of ways. This article describes the special services and provides the point of contact at the Military Treatment Facility.

[Special Education/EIS](#) – Describes two programs that provide educational intervention for children with disabilities who are from birth to three (early intervention services) or are school aged (3-21) (special education).

## Special Needs - EFMP Enrollment

### *Exceptional Family Member Program - Enrollment*

The Exceptional Family Member Program (EFMP) includes a variety of personnel, medical, and family support functions. Enrollment is a major component of the program and is mandatory for all military personnel who have a member of their family with a medical or educational disability.

By submitting a completed DD 2792, EFM Medical Summary and/or the DD 2792-1, EFMP Educational Summary, the military member identifies that a family member has a special need. Information about the family member's condition including diagnosis, type of provider(s), frequency of care, medication, and special accommodations is documented on the forms. The information is used during the time that a service member is being considered for a new assignment to insure that the service member's family member can obtain necessary care at the new location.

Although each of the Military Services handles the enrollment somewhat differently, there are some commonalities:

Each Service uses the Department of Defense forms (DD 2792 and DD 2792-1)

Each Service submits the completed forms to the receiving location for review.

The receiving location indicates whether care is available.

The [DD 2792](#) medical form is reviewed by medical personnel,

The [DD 2792-1](#) is reviewed by educational personnel,

All of the information is confidential and private, and on a need to know basis.

Military personnel, depending upon the Service, can pick up the necessary forms as follows:

Army – At the military treatment facility – ask for the EFMP office.

Marine Corps – At Marine Corps Community Service. Ask for the EFMP manager.

Navy – At the military treatment facility. Ask for the EFMP Coordinators' Office.

Air Force – At the military treatment facility. Ask for the Special Needs Information and Assignment Coordination (SNIAC) officer.

These individuals can also explain the process for getting the forms completed, and for returning them.

## Special Needs - EFMP Family Support

### *Exceptional Family Member Program - Family Support*

The Exceptional Family Member Program (EFMP) includes a variety of personnel, medical, and family support functions. The EFMP family support services may include, but are not limited to:

Information and referral for military and community services

Relocation assistance

Financial management

Local school and early intervention services information

Case management

To reach a family support program in the:



Army – Army Community Service - EFMP Manager  
Marine Corps – Marine Corp Community Service - EFMP Coordinator  
Air Force - Airman and Family Readiness Centers - EFMP-Family Support  
Navy – Regional Information and Referral specialists

Military families with special needs who are not located near a military installation are encouraged to call Military OneSource (1-800-342-9647) and ask to speak with a special needs consultant. The Military OneSource program is designed to supplement programs and services available on the installation, and can be especially helpful to Guard and Reserve families who don't live near an installation, or to members who are geographically isolated.

## Special Needs - Health Care

### Exceptional Family Member Program

The [Exceptional Family Member Program](#) (EFMP) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

### Military Treatment Facility

The clinics and services available at [Military Treatment Facilities](#) vary by location. Before you move, identify the MTF that will serve you, visit the MTF's website to learn about the clinics and services available and to get relevant contact information.

### Moving to a New TRICARE Region

If you anticipate a move to another [TRICARE region](#), work with your local TRICARE Service Center (TSC) or case manager before your move to ensure the transition is as smooth as possible. On arrival at the new duty location, your sponsor should contact the Beneficiary Counseling and Assistance Coordinator (BCAC) or TSC to ensure the transition plans are in place and to obtain authorizations for TRICARE [Extended Care Health Option](#) (ECHO) services, if applicable.

### Beneficiary Counseling and Assistance Coordinator (BCAC)

All TRICARE Regional Offices and most MTFs are staffed with [BCACs](#) (formerly known as Health Benefits Advisors.) [BCACs](#) provide information, guidance and assistance on benefit options, TRICARE Prime enrollment, special authorizations, status of claims and eligibility, plus assistance with referrals and appointments. If you or your family member has a more severe medical need, contact your assigned [case manager](#).

### Case Management

Case management involves a team of health care professionals who help you and your family to find solutions to complex health problems. It is important to inform your case manager if you are moving as he/she will connect you with the case manager at your new location.

### Extended Care Health Option (ECHO)

TRICARE [ECHO](#) provides financial assistance to beneficiaries of active duty service members who qualify based on specific mental or physical disabilities. ECHO offers an integrated set of services and supplies beyond the basic TRICARE program. ECHO is administered by regional contractors in the TRICARE North, South, and West Regions and by TRICARE Regional Offices in overseas locations.

### Transporting Medical Equipment

Your [Installation Transportation Office](#) has special procedures to follow for the transportation of medical equipment that is necessary for medical treatment required by the sponsor or family member. Some types of medical equipment may be shipped in the same manner as Professional Books, Papers, and Equipment (PBP&E).

### Federal and State Health Care Programs

*Medicaid* - [Medicaid](#) pays for medical assistance for certain individuals and families with low incomes and resources. State Medicaid programs are usually administered by departments of social service or departments of medical assistance.

*Supplemental Security Income (SSI)* - [SSI](#) is a cash assistance program intended to meet basic needs for food, clothing and shelter for those who are aged, blind or disabled. It provides cash to meet basic needs for food, clothing, and shelter. Families must reapply upon each move to another state.

*Title V of the Social Security Act* - Many states have services for children with special health care needs that are funded

by the Maternal and Child Health Services Block Grant, or [Title V](#). State departments of health web sites and local health departments will provide information on state health benefits for children with special health care needs. The Maternal and Child Health Bureaus' web site has Title V information organized by State that provide you with [Title V points of contact](#) and other pertinent information.

### **Other Important Resources**

*Debt Collection Assistance Officer (DCAO)* - TRICARE has a [DCAO](#) assigned to TRICARE Regional Offices and MTFs worldwide to help beneficiaries understand and get assistance with debt collection problems related to TRICARE. Individuals who have received a notice from a collection agency or a negative credit report because of a medical or dental bill should be referred to the nearest [DCAO](#).

*Family Voices* - [Family Voices](#) is a national, grassroots clearinghouse for information and education concerning the health care of children with special health needs. Family Voices also has State points of contacts with useful links to State programs and organizations.

### **Installation Specific Information**

The Marine Corps Exceptional Family Member Program is coordinated by the EFMP Coordinator, located at the Village Center, Bldg 1551, and can be reached at 760-830-7740.

The Navy EFMP is coordinated at the Naval Hospital and can be reached at 760-830-2190.

## **Education - Special Education/EIS**

### **Exceptional Family Member Program**

The [Exceptional Family Member Program \(EFMP\)](#) is mandatory for all family members who have been identified with a special medical or educational need. Enrolling in the EFMP ensures that the family member's medical needs will be considered during the assignment coordination process.

### **Children from Birth to Three Years of Age**

The Individuals with Disabilities Education Act (IDEA) requires all States and territories to provide [early intervention services](#) to children from birth to age three who are developmentally delayed, or who are at high risk of being developmentally delayed. Early intervention services may be provided by local school districts or health departments. There is no common name across States for the programs, but you may hear them referred to as Part C programs (because Part C is the section of the IDEA that pertains to early intervention).

The [National Early Childhood Technical Assistance Center](#) provides a list of State Part C directors and funded programs at their web site. [Military OneSource](#) can identify local early intervention programs for you.

Parents of children who receive early intervention services should hand-carry a copy of the Individual Family Service Plan (IFSP) and most current evaluation reports to the new location.

### **Children from 3 through 21 Years of Age**

The Individuals with Disabilities Education Act (IDEA) requires all States and Territories to provide [special education services](#) to children who are from 3 through 21 year of age. Each local school district has a special education director, and each school should have a case study committee or school based committee (terms differ) that attends to special education students' needs.

Parents of children receiving special education and related services should hand-carry all pertinent school and medical documents to include their children's Individualized Education Program (IEP) and current testing and evaluation reports to the new school.

The IDEA requires that if a child transfers to a district in the same state, the receiving school must provide comparable services to those in the child's IEP from the sending district's until the new school develops and implements a new IEP. If a child transfers to another State, the receiving district must provide comparable services to those in the child's IEP from the sending district until the receiving district completes an evaluation and creates a new IEP.

### **Others who can help you:**

*Parent Training and Information Centers* Each state is home to at least one Parent Training and Information Center (PTI). PTIs serve families of children and young adults from birth to age 22 with all disabilities: physical, cognitive, emotional, and learning. They help families obtain appropriate education and services for their children with disabilities; work to improve education results for all children; train and inform parents and professionals on a variety of topics; resolve problems between families and schools or other agencies; and connect children with disabilities to

community resources that address their needs. [The Technical Assistance Alliance for Parent Centers](#) provides addresses and phone number of the centers in your state.

*STOMP (Specialized Training of Military Parents)* is a federally funded Parent Training and Information (PTI) Center established to assist military families who have children with special education or health needs. The staff of the [STOMP Project](#) are parents of children who have disabilities and have experience in raising their children in military communities and traveling with their spouses to different locations.

Washington PAVE

STOMP Project

6316 So. 12th St.

Tacoma, WA 98465

253-565-2266 (v/tty)

1-800-5-PARENT (v/tty)

Fax: 253-566-8052

[Email](#)

### **Installation Specific Information**

For early intervention assistance, school districts request individuals contact them for specific information. You may obtain additional information by contacting:

*National Information Center for Children & Youth with Handicaps* at P.O. Box 1492 Washington, D.C. 20010, Telephone 1-800-695-0285

## **Health Care - Overview**

### **Moving With TRICARE**

Whether moving stateside or overseas, active duty families can now switch their TRICARE Prime enrollment by phone! Before you start your move, contact your losing TRICARE health care contractor to see if you need to switch to a new region. TRICARE does the rest! You must update DEERS (Defense Enrollment Eligibility Reporting System) with your new address so you do not have any disruptions in service and your enrollment moves with you. Get contact information, and more TRICARE [moving tips](#) on the TRICARE website.

Your [TRICARE](#) coverage is completely portable—meaning it moves with you. You are covered worldwide—both in-transit to your new duty location and once you arrive—but depending on where you go, you may use a different TRICARE health plan option. Additionally, you may have different enrollment steps depending on which health plan option is available in your new area.

#### *When Enrolled in a TRICARE Prime Option*

The TRICARE Prime options include TRICARE Prime and TRICARE Prime Remote for stateside and TRICARE Prime Overseas and TRICARE Prime Remote Overseas for overseas. Follow these simple steps to set-up Prime coverage in your new location without a break in coverage.

Do not disenroll from your TRICARE Prime option before you move.

Call your losing contractor and provide information about your upcoming move; new duty station, expected date of arrival, cell phone number, valid email address, and eligible family members moving to the new location.

Your losing contractor passes the information along to your new contractor.

Within five days of your anticipated arrival, your new contractor will try to call/contact you to confirm your arrival and enrollment choices.

Once you agree to the transfer, the process is complete. It could take up to four days, but you never lose TRICARE Prime/Prime Remote coverage.

There are other ways to set-up Prime in your new area:

Before moving, visit your local TRICARE Service Center to complete an enrollment change form.

Go online and set-up your new enrollment via the [Beneficiary Web Enrollment Website](#)

Download and complete a [TRICARE Prime Enrollment Application and PCM Change Form](#). Mail it to the new contractor or drop it at a local TRICARE Service Center.

Enroll when you in-process at your new duty station.

Enrollment and assignment of a new primary care manager (PCM) should occur within 30 days when moving within the same region, moving to a new region or overseas.

Update your personal information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) immediately, as your new location reflected in DEERS is the key to transferring enrollment.

Where you are moving determines which Prime option is available.

**Prime Options in the United States**

*TRICARE Prime*

TRICARE Prime is offered in Prime service areas—geographic areas typically located around a military treatment facility—throughout the country.

*TRICARE Prime Remote*

In non-Prime service areas, which are generally 30 minute drive-time or 30 miles from the nearest MTF, TRICARE offers TRICARE Prime Remote. Enrollment is normally with a network provider when available; otherwise, enrollment is with a TRICARE authorized provider who manages all of your care. Any TRICARE-eligible family members living with you in a TRICARE Prime Remote area can enroll in TRICARE Prime Remote for active duty family members. Be sure to include them on the enrollment form.

<b>TRICARE Region</b>	<b>Managed Care Support Partner</b>	<b>Call Toll-Free</b>	<b>Website</b>
North	Health Net Federal Services, Inc.	877-874-2273	<a href="http://www.hnfs.com">www.hnfs.com</a>
South	Humana Military Healthcare Services, Inc.	800-444-5445	<a href="http://www.humana-military.com">www.humana-military.com</a>
West	TriWest Healthcare Alliance	888-874-9378	<a href="http://www.triwest.com">www.triwest.com</a>

**Prime Options Outside the United States**

*TRICARE Prime Overseas (TOP)/TRICARE Prime Remote Overseas*

TRICARE Prime Remote Overseas is a Prime option offered in designated remote overseas locations. Command-sponsored family members who reside with you are eligible for TRICARE Prime Overseas. Be sure to include all family members who wish to use TRICARE Prime Overseas.

Before you move to another overseas area or to an area within the United States, contact the nearest TRICARE Service Center or managed care contractor for assistance.

**TRICARE - Eurasia - Africa**

**TRICARE - Latin America and Canada**

**TRICARE - Pacific**

**TOP Regional Call Center (1)**

+44-20-8762-8384

[tricarelon@internationalosos.com](mailto:tricarelon@internationalosos.com)

**Medical Assistance (2)**

+44-20-8762-8133

**TRICARE Area Office**

+49-6302-67-6314

314-496-6314 (DSN)

[teoweb@europe.tricare.osd.mil](mailto:teoweb@europe.tricare.osd.mil)

[www.tricare.mil/overseas](http://www.tricare.mil/overseas)

**Health Care Claims (Active Duty)**

TRICARE Active Duty Claims, PO Box 7968, Madison, WI 53707-7968 USA

**Health Care Claims (Non-active duty)**

TRICARE Overseas Region 13, PO Box 8976, Madison, WI 53708-8976 USA

**TOP Regional Call Center (1)**

+1-215-942-8393

[tricarephl@internationalosos.com](mailto:tricarephl@internationalosos.com)

**Medical Assistance (2)**

+1-215-942-8320

**TRICARE AREA Office**

+1-703-588-1848

312-425-1848 (DSN)

[taoloc@tma.osd.mil](mailto:taoloc@tma.osd.mil)

[www.tricare.mil/overseas](http://www.tricare.mil/overseas)

**Health Care Claims (Active Duty)**

TRICARE Active Duty Claims, PO Box 7968, Madison WI 53707-7968 USA

**Health Care Claims (Non-active duty)**

TRICARE Overseas Region 15, PO Box 7985, Madison, WI 53708-8976 USA

**TOP Regional Call Center (1)**

Singapore: +65-6339-2676

[sin.tricare@internationalosos.com](mailto:sin.tricare@internationalosos.com)

Sydney: +61-9273-2710

[sydricare@internationalosos.com](mailto:sydricare@internationalosos.com)

**Medical Assistance (2)**

Singapore: +65-6338-9277

Sydney: +61-2-9273-2760

**TRICARE Area Office**

+81-6117-43-2036

315-643-2036 (DSN)

[tpao.csc@med.navy.mil](mailto:tpao.csc@med.navy.mil)

[www.tricare.mil/overseas](http://www.tricare.mil/overseas)

**Health Care Claims (Active Duty)**

TRICARE Active Duty Claims, PO Box 7968, Madison, WI 53707-7968 USA

**Health Care Claims (Non-active duty)**

TRICARE Overseas Region 14, PO Box 7985, Madison, WI 53708-8976 USA

(1) For toll-free numbers contact [www.tricare-overseas.com](http://www.tricare-overseas.com)

(2) Only call Medical Assistance numbers to coordinate overseas emergency care

### **When Using TRICARE Standard and Extra**

TRICARE Standard and Extra are available to family members only. Active duty service members are required to enroll in one of the Prime options described above.

TRICARE Standard and Extra are available throughout the United States and enrollment is not required. Any eligible active duty family member who is registered in DEERS may use these programs by seeing any non-network or network (Extra) TRICARE authorized provider. In areas outside of the United States, active duty family members who do not want to use a Prime option may use TRICARE Standard Overseas by seeing qualified host nation providers.

If you are already using TRICARE Standard and Extra, moving is easy.

Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.

Find TRICARE-authorized providers in your new area.

Here are a few things to remember about using TRICARE Standard and Extra in a new region

In the U.S.: Visit your new regional contractor's website for a list of network providers. Remember, if you see network providers, you will be using the Extra option and pay lower cost shares.

Outside of the U.S.: Contact International SOS or the MTF Service Center for help locating a qualified host nation provider. The TRICARE Extra option is not available in overseas areas.

If you move to a new region, you will have a new claims address for submitting your TRICARE claims.

Learn your new region's prior authorization requirements because these requirements can differ by region.

### **When Using TRICARE For Life**

TRICARE For Life—TRICARE's supplemental coverage for those who are eligible for Medicare **and have purchased Medicare Part B**—requires no enrollment and you will have a smooth transition when you move. [TRICARE for Life](#) contact information: WPS TRICARE For Life, P.O. Box 7889, Madison, WI 53707-7889; 1-866-773-0404; TDD 1-866-773-0405

Once you arrive at your new location, update your personal information in the Defense Enrollment Eligibility Reporting System (DEERS) immediately.

Find Medicare providers in your new area.

Visit Medicare's [website](#).

If you move overseas, your TRICARE For Life coverage may change depending on where you move. In U.S. Territories such as Guam, Puerto Rico and the U.S. Virgin Islands, TRICARE For Life coverage works the same as the stateside program. But, in all other overseas locations, TRICARE For Life Overseas works differently because Medicare does not provide coverage in most overseas locations. Therefore, TRICARE is the primary payer. You can get care from any host nation provider and you will be responsible for TRICARE deductibles and cost shares.

Contact International SOS, or the TRICARE Area Office for the overseas area where you are moving, or the nearest American Embassy Health Unit for assistance finding a host nation provider.

### **Getting Care Along the Way**

*Routine Medical and Dental Care—Get it before you go.*

Before you move, make sure you have received any routine medical or dental care you think you might need during the time you will be traveling. Or, delay the care until you get to your new duty location. Check supply of all prescription medications and get refills/new prescriptions until you can make an appointment with your new Primary Care Manager (PCM) at your new duty site.

*Emergency Care in the United States—Call 911 or go to the nearest emergency room.*

TRICARE defines emergency care as medical services provided for a sudden or unexpected medical or psychiatric condition, or the sudden worsening of a chronic (ongoing) condition that is threatening to life, limb, or sight and needs immediate medical treatment, or which has painful symptoms that need immediate relief to stop suffering. If you are near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are seen in a civilian facility, contact your PCM or regional contractor within 24 hours.

*Urgent care in the United States—Coordinate with your PCM and/or regional contractor*

TRICARE defines urgent care as medical care for a condition that will not result in disability or death if not treated immediately but should be treated within 24 hours to avoid further complications. If you are in a Prime program, you must coordinate urgent care with your primary care manager and/or regional contractor before receiving the care. If you are in TRICARE Standard and Extra or TRICARE For Life, you can receive care as you normally would. You should,

however, contact your contractor as soon as possible to coordinate any prior authorizations that are needed.

#### *Emergency or Urgent care Overseas follow these steps*

AD and ADFM enrolled in TRICARE Prime and travelling outside the United States: Contact the TRICARE Area Office, or go to their [website](#) for assistance finding Emergency or Urgent care.

AD and ADFM stationed overseas:

For Urgent care coordination, contact your MTF PCM, or

Contact the closest TRICARE Area Office, or

Contact the TRICARE Overseas Regional Call Center, or

Go to their [website](#) (internationalsos.com)

You do not need prior authorization for emergency or urgent care but the TRICARE Area Office or TRICARE Global Remote Call Center will help you find the best care available in the overseas area in which you are traveling.

### **Filling Prescriptions on the Road**

You should have all your prescriptions filled before you leave, but if you need a prescription filled while you are traveling in the United States, you have several options:

If near an MTF, fill the prescription at the MTF pharmacy.

Find the closest TRICARE network pharmacy.

If a network pharmacy is not available, you can visit a non-network pharmacy. In this case, you may have to pay up front for your medications and file a claim with Express Scripts, Inc., for reimbursement. For more details, visit the [TRICARE website](#)

The TRICARE home-delivery is not recommended for a prescription you need right away, but if you'll be away for a long time, you can arrange for any regular prescriptions to be filled via the mail-order pharmacy.

Your pharmacy coverage is limited overseas:

TRICARE network pharmacies are only located in the United States, Puerto Rico, Guam and the U.S. Virgin Islands. You can have prescriptions filled at host-nation pharmacies, if necessary. Host-nation pharmacies are treated the same as non-network pharmacies. If you have prescriptions filled at a host-nation pharmacy, you should expect to pay for the total amount up front and file a claim with Wisconsin Physicians Service for partial reimbursement. To learn more about pharmacy claims, visit the [TRICARE website](#).

To use the mail-order pharmacy overseas, the prescription must be from a U.S. licensed provider and you must have an APO or FPO address.

### **If You Have Questions**

Your regional contractors and TRICARE Area Offices are available to answer your questions. These offices are listed above. Find even more information about moving, updating DEERS, the TRICARE regions and much more at the [TRICARE website](#).

### **Installation Specific Information**

#### *Installation Hospital*

The Naval Hospital, Twentynine Palms is the No. 2 Small Treatment Facility in the Department of the Navy and the No. 1 Small Treatment Facility in the Marine Corps. We are very proud of our hospital.

Naval Hospital Twentynine Palms, located in Building 1145, is a general medical and surgical hospital offering both inpatient and outpatient care. The hospital is fully accredited by the Joint Commission on the Accreditation of Health Care Organizations (JCAHO). Accreditation is a professional recognition of hospitals which strive to provide high-quality health care.

You may reach us by calling 760-830-2190.

TRICARE Prime patients enrolled at the Naval Hospital 29 Palms have priority for access to care.

TRICARE Enrollment -- For Enrollment into TRICARE, patients should contact the Benefits Services Representative for family members at the Naval Hospital at 800-242-6788 or for active duty members, call 760-830-2526.

#### *Dental Care*

The 23<sup>rd</sup> Dental Company provides routine and emergency dental care for all military personnel assigned to MCGACC. Clinic hours are Monday through Friday, 7:00 a.m. to 4:00 p.m. Emergencies are seen at anytime. There is 24-hour clinic coverage seven days a week.

Although emergency care is available for all military beneficiaries, family members and retirees are strongly encouraged to enroll in their respective dental insurance programs. Third party insurance programs afford an opportunity to receive comprehensive dental care from civilian dentists in the communities serving the Combat Center.

The dental insurance provided through TriCare is United Concordia and is the dental provider for most military dependents. To learn more about the services they provide, visit the [United Concordia website](#).

## Child and Youth Programs

### General Information

The Department of Defense (DoD) and the Military Services take great pride in the variety and quality of services provided to children and youth on installations worldwide. While the services provided depend on the size of the location, the standards and quality of services are consistent and meet established regulations. The network has hundreds of locations worldwide serving over 1.3 million children.

### Child Development Centers (CDC)

These facilities generally offer child care for children ages six weeks to 5 years old. Care is typically available weekdays from 6:00 a.m. to 6:00 p.m. CDCs vary in size; the average CDC cares for about 200 children. All programs must be certified by the DoD and accredited by a national accrediting body such as the [National Association for the Education of Young Children](#).

### In-Home Childcare

With in-home childcare, children receive their care in the private home of a certified provider living in government-owned or leased housing or in state-licensed homes in the community. Family child care provides accommodating child care arrangements, including night, weekend, and flexible hourly care for shift work.

In-home childcare programs offer comparable care to a CDC. Providers must be certified by the DoD, and some seek additional accreditation from the National Association of Family Child Care (NAFCC). Regulations limit the number of children that may be cared for at one time: no more than six children under age eight, and no more than two children under two years old.

### School-age care (SAC)

DoD School-Age Care (SAC) programs are offered for children, kindergarten through 6th grade before and/or after school, during holidays, and summer vacations. Emphasis is placed on SAC programs which meet community needs, reinforce family values, and promote the cognitive, social, emotional, and physical development of children. SAC may be provided in DoD Youth Centers, Child Development Centers or other suitable facilities. To expand school-age care spaces, DoD policy encourages use of youth centers; on-and off-base schools, and other suitable facilities such as community centers. Accreditation of DoD SAC programs is a requirement. Accreditation sets the professional standards for after school programs and helps families identify high-quality programs.

### Waiting List

Due to a high demand for care, you may be placed on a wait list. Your position on the wait list depends on many factors that are at the discretion of the installation and may include your spouse's military status, the date you apply, deployment and your employment. If these factors change while you are on the wait list, your position will be changed accordingly, so it is important that you keep your information up-to-date.

Child care is not an entitlement, and fees are income-based. Fees throughout the child development system of care fall into fee ranges set by DoD.

To apply for child care, fill out [DD Form 2652, Application for Department of Defense Child Care Fees](#) and [DD Form 2606, the Department of Defense Child Development Program Request for Care Record](#) and return them to the Child and Youth Services Coordinator at your installation.

### Youth Programs

The Department of Defense has a long history of providing positive youth programs that focus on alternative activities for youth during out-of-school hours. Today, DoD continues to be committed to youth by providing consistent guidance and stable and dynamic programs in more than 350 youth programs worldwide. DoD promotes positive youth development by designing programs to recognize the achievements of youth and by developing partnerships with other youth-serving organizations like the Boys & Girls Clubs of America and 4-H that offer a variety of resources. Programs for teens and pre-teens vary from one base to another, but are governed by a consistent DoD instruction. Programs prepare young people to meet the challenges of adolescence and adulthood through a coordinated, progressive series of activities and experiences that help them become socially, emotionally, physically and cognitively competent. Programs usually include physical fitness and sports, arts and recreation, training in leadership, life skills and career/volunteer opportunities, mentoring, intervention and support services.

## Child Care

### **Child Development Center (CDC)**

Child, Youth and Teen Programs consist of three Child Development Centers (Bright Beginnings, Leaps and Bounds and New Horizons), Family Childcare (FCC), Supplemental Programs and Services (SPS), School Age Care (SAC), and Youth and Teen Oasis (YATO).

#### *Centers on Installation*

The Bright Beginnings bldg 693 at 760-830-3227 x252 and Leaps and Bounds bldg 696 at 760-830-3900 Child Development Center, offers full-time care and hourly care to children six weeks old to three years old. The Centers are open Monday through Friday 6:30 a.m. to 5:30 p.m., with extended hours options of 5:15 a.m. to 6:00 p.m. For more information contact either of the facilities.

New Horizons Child Development Center, located in Building 694, accepts three and four year old full-time children and also provides for school-age children in Kindergarten. There is a part-day Enrichment Program for three and four year old children Monday through Friday from 9:00 a.m. to Noon and 1:30 p.m. to 4:30 p.m. Hourly care is provided for these age groups and reservations can be made up to two weeks in advance. For more information regarding this facility call 760-830-3227 x222.

#### *Programs Offered*

Some programs offered include:

Part Day Preschool -- Available for 3 and 4 year olds in a preschool type environment. Available Monday through Friday 9am-12pm or 1:30pm-4:30pm. Morning snack and afternoon snack provided. Located at the New Horizons CDC.  
Hourly Care -- Available for 20 hours a week or less. for hourly rates contact the CDC at 760-830-3227 x 252.  
Reservations can be made up to 2 weeks in advance. Additional walking fee to/from school for school age children.  
*Costs*

Fees for child care programs are based on total family income. Leave and Earnings Statement (LES) must be provided to verify service member's income. If the spouse is working, the most recent W2 will be used to determine income.

#### *Eligibility*

Per Section 1003, eligible users shall include military personnel; DOD civilian personnel paid from appropriated funds (APF's) and non appropriated funds (NAF's), active duty Coast Guard, reservists on active duty or during inactive duty for training, and DOD contract personnel who are performing mission related duty on the installation. Retirees may be eligible when a waiting list does not exist and space is available.

#### *Enrollment Criteria*

Section 2006 & 2007 states that programs shall ensure the files of children enrolled are complete and contain current information. These files shall be updated annually and kept on file and readily available for inspection purposes. Child development components include:

- Copy of Family Care Plan (if applicable)
- Health Assessment
- Current Immunization Record
- Child Release & Emergency Information
- Special Needs Evaluation Review Team meeting (if applicable)
- Request for Care (Form DD2606)
- Field Trip/ Walk/ Photo Permission Forms
- Medical Power of Attorney
- Computer/ Internet Usage Form (youth and teens)
- Administration of Prescription Medication (if applicable)

#### *Waiting List*

Per Section 1008, Resource & Referral (R&R) office serves as the central enrollment registry to all eligible patrons seeking programs/ options. R&R shall maintain two separate waiting lists for Children, Youth and Teen Programs (CYTP). The information from the DD2606, Request for Care Record, shall determine family's placement on either of the waiting lists.

#### *Priority Care*

Section 1003 states that if there is a waiting list for child care the individual installation commander may establish a



more specific enrollment priority system. In all cases, a priority shall be given to full time care for children of active duty military and DOD civilian personnel who are: single parents, active duty dual military parents, a spouse who is employed on a full-time basis outside the home, or is a full-time student.

### **Family Child Care (FCC)**

The Family Child Care Program trains and certifies spouses to provide child care in their base quarters. Family Child Care Providers offer flexible child care hours and provide a small, intimate environment for children's early development. Ratio for infant care ( up to 24 months) is 3:1. For children 24 months and older, ratio is 6:1. Meals are based on USDA guidelines. Call 760-830-3227 ext 232 for information on becoming a FCC provider.

The Family Child Care (FCC) provides a wide range of care for children, ages newborn through twelve years old. The FCC certifies homes in the different housing areas on base as well as in 801 housing and in the local community. Call 760-830-3227 x232 for more information.

### **School Age Care**

School-Age Care (SAC) is for children in 1<sup>st</sup> through 6<sup>th</sup> grades. Children enrolled attend Condor Elementary or 29 Palms Elementary. For more information call 760-830-3227 x222.

### **Supplemental Services**

Supplemental Programs and Services are also provided for parent participation in programs such as Fellowship, LINKS, Chapel service, etc. Care may also be arranged for special group functions. Call 760-830-3227 x227 for more information.

## **Youth Services**

### **Youth Services**

The Child Youth and Teen Programs assists duty and DoD civilian personnel in balancing the competing demands of family life and accomplishing their mission, while improving the economic viability of the family unit. This Branch provides a full range of services to support parents in raising their children. Services include parent information, education, out-of-home child care and youth services for children 6 weeks to 18 years of age.

#### *Teen Program*

The MCCS Teen Program gives Combat Center teens a place to enjoy arcade games, music, TV and "just hang out." The Teen Program is for authorized MCCS patrons between 13 and 18 years of age (still in high school). The Teen Program meets at the Youth Activity Center, Building 692. For additional information, you may reach us at 760-830-3227, ext. 269.

#### *Youth and Teen Oasis*

The MCCS Youth and Teen Oasis gives children, ages 6 through 12, something to do on Saturdays. This program is also available for special programs. Activities are open to children of MCCS-eligible patrons. The Youth and Teen Oasis is in Building 692 next to the Sleepy Tortoise Lodge on Del Valle Road. Call 760-830-3227, ext. 269 for more information.

#### *Youth Sports Program*

The Youth Sports Program offers young people a great chance to participate in organized sports, cheer, dance and many other fine programs. The Youth Sports office is located in Building 1004. Call 760-830-3910 for more information.

### **Youth Sponsorship Program**

The Relocation Assistance Program works together with the Youth Centers to provide a special program for school age youths to assist them in learning about Twentynine Palms. The Youth Sponsorship Program helps youth moving to the Combat Center by matching them up with another age-appropriate youth presently living in Twentynine Palms. The youths correspond in order to find out exactly what to expect upon their arrival to MCGACC. To obtain a Youth Sponsor Request Form, you may contact the Relocation Assistance Program at 760-830-4028.

## New Parent Support Program

### Marine Corps New Parent Support Program

The New Parent Support Program (NPSP) helps to build strong healthy families to cope with stress, isolation, deployment, post-deployment reunions, and the everyday demands of parenthood through a variety of programs including support groups and parenting classes. This program offers expectant parents, parents of newborns and young children the opportunity to learn new skills as parents and to improve old ones. The confidential services also offer you the opportunity to express your concerns and ask questions.

#### Programs Offered

Programs and Services offered by NPSP include:

*Dad's Baby Boot Camp and Mom's Basic Training* -- Classes provide expectant parents and those with an infant an understanding of the infant's world and the basic skills necessary for loving, safe care.

*Parent Classes* -- Classes provide "hands on" information for parents to make informed, responsible decisions about their toddlers and young children.

*Referrals* -- Assistance with information and referrals provide help for finding the appropriate military and community services.

*Play Morning* -- An interactive play group designed to teach parents developmentally appropriate play and to help children improve their social, cognitive, and motor skills.

*Home Visits* -- Help with your concerns as a parent or parent-to-be in the privacy of your home by a warm, caring professional.

NPSP services are available to families regardless of whether they live on or off the military installation.

#### Staff Qualifications

The New Parent Support Program (NPSP) is a professional team of licensed social workers and registered nurses who provide supportive and caring services to military families. All staff must complete a criminal background check.

Our trained, supervised home visitors have extensive knowledge of the issues encountered by today's parents. These home visitors are sensitive to the unique challenges facing military families.

#### Eligibility Requirements

Marine families and sister service families, stationed at or near a Marine Corps installation, who are expecting a child or have a child under six years of age, are eligible to participate free of charge in all of the services offered by NPSP.

#### Enrollment Criteria

Families participating in Play Morning must provide documentation of your child's immunization record signed by a physician or a medical treatment facility.

#### How to enroll

Enrollment is as easy as dialing our telephone number. Call the NPSP at your installation during regular business hours.

#### Installation Specific Information

A team of nurses and social workers provide support services to military families who are expecting a child or have a child under six. Services include information and referrals, parenting classes, monthly infant classes for moms and dads, weekly stroller walks, home visits, and social activities. Call for a schedule of classes and activities or to schedule a home visit. Services are provided at your request and convenience. The New Parent Support Program is in Building 1438 and is open Monday through Friday. For more information call 760-830-7622.

## Family Center

### Programs and Services

A key resource on your installation and a gateway to accessing all of the resources available to you, the Marine and Family Services provides support to help you balance the demands of family and the military lifestyle. The Marine and Family Services is one part of the overall installation family support system, which is the network of agencies,

programs, services, partnerships and individuals that supports your personal and family life readiness, mobilization and deployment readiness, and mobility and economic readiness. The Marine and Family Services should be one of you first stops upon arriving at an installation; its programs and services will be an important resource for you and your family.

*Marine Corps Family Team Building -- (MCFRB)* provides educational resources and services to foster personal growth and enhance the readiness of Marine Corps families.

*Deployment Support --* Assists you during all phases of the deployment cycle, providing workshops on deployment, as well as referral to deployment-related resources, to help you and your family manage the challenges of deployment. Also includes the MCFTB Readiness and Support Training, which offers assistance to units by connecting unit Family Readiness Officers (FROs) and commands, assisting with family readiness issues, and delivering pre-, during, and post-deployment presentations.

*Family Readiness Program Training --* Family Readiness Program Training provides necessary training for Command Teams, FROs, Family Readiness Advisors, and Family Readiness Assistants on their roles and responsibilities in the Unit Family Readiness Program.

*Lifestyle Insights, Networking, Knowledge and Skills (LINKS) --* Provides information to all Marines and family members on the resources available and methods for meeting the challenges of the military lifestyle. Sessions are available for Marines, spouses, children/teens, and parents/extended family members of marines. Live, online, and printed versions are available.

*Relocation Assistance --* Provides information, referral, resources and tools to help you with permanent change of station (PCS) moves. Services include a loan closet from which families may borrow basic household goods; assistance with in-transit emergencies; pre-departure classes called the PCS Move Workshop; arrival services to include a New Arrivals or Welcome Aboard Orientation, local community tours and other move-related topics such as buying or selling homes; sponsorship training and individual PCS planning.

*Personal Financial Management Program --* This program provides financial education, training, counseling, and referral to military personnel and their family members. You can learn more about budgeting, credit management, mortgage counseling, and car buying.

*Transition Assistance Management Program (TAMP) --* Provides career/employment assistance, vocational guidance, and transition information to separating Marines and their family members. The tools and information provided enable all separating Marines and their family members to make a successful transition from military to civilian life. Separating Marines are counseled and advised of the availability of these programs, services and their responsibility for attending prior to leaving the military.

*Family Member Employment --* This program helps assist family members to achieve their goals through employment and education and/or volunteerism. The career counseling and information provided can help you identify your career development goals. The program will provide guidance on the current labor market, average salaries and wage trends in your area.

*Information and Referral --* An integral function of Marine and Family Services, information and referral services can assist you in locating needed services and programs available on your installation, through civilian agencies in the local community, and via national resources.

*Exceptional Family Member Program -- (EFMP)* assists Marine families in managing the dual demands of a Marine Corps career and the special needs of a family member. An Exceptional Family Member (EFM) is a family member, enrolled in DEERS and residing with their sponsor, who may require special medical or educational services based upon a diagnosed physical, intellectual or emotional need.

*Counseling Services --* Provides education, counseling services including Family Advocacy Program counseling, and workshops to individuals and families seeking self improvement or assistance dealing with domestic abuse.

*Substance Abuse Program --* Provides policies and guidance to improve the capability of commanding officers and Marines in preventing and treating alcohol and drug abuse problems that detract from unit performance and mission readiness.

*Lifelong Learning --* The Marine Corps Lifelong Learning Program provides personal and professional learning opportunities for Marines regardless of duty station. Lifelong Learning includes the Voluntary Education Program, which provides active-duty service members the opportunity to reach their educational goals.

*Children, Youth, and Teen Programs --* Such programs focus on the needs of families in order to provide maximum access to useful, flexible, and affordable programs such as child development, social, recreational, and athletic programs. Children, youth and teens, ages 6 weeks to 18 years, are served in integrated, balanced, quality programs that support the continuum of the Marines family, on- and off base.

*New Parent Support Program* - Complementary to the Children, Youth and Teen Programs, the NPSP offers a wide range of support services to Marine families with children from birth through five years of age.

Marine and Family Services may also provide other services, such as counseling, family advocacy, fitness and recreation programs and exceptional family member support. Services vary by location.

## Employment - Overview

### Employment Options

The major problem affecting this region is that the Morongo Basin does not have a strong tourist or industrial base which provides for a variety of professional or technical positions. The Palm Springs area has an outstanding tourist base and offers many opportunities in the hospitality industry as well as several major hotels, casinos and high-end retail stores. The majority of the employment opportunities are in the service fields or in small businesses.

#### *Good Prospects*

Regarding job opportunities in the local community, there are good prospects with the doctors' and dentists' offices, the school district, and in the fast food branches.

#### *Fair Prospects*

There are a fair amount of prospects with the restaurants, medical centers and local small businesses.

#### *On Base Employment*

There are 3 types of employment aboard the Combat Center; Civil Service, MCCS and Contract Employment. There are also Civil Service opportunities at the Joshua Tree National Park. For information concerning employment, call 760-830-7225 or DSN 312-230-7225.

### Career Resources Office

There are many opportunities throughout the Morongo Basin, for the military spouse to seek gainful employment. The local merchants are very willing to assist the military community by employing the family members.

The Spousal Family Members' Referral Service located in the Career Resource Office, Bldg 1438, Telephone: 760-830-7225 can provide up-to-date information regarding job availability in the Morongo Basin.

Finding a job in the high desert can be tricky; however, there are jobs available both on and off the base. The Career Resources Office aboard MCGACC can help finding a job in the high desert a lot easier for relocating spouses. The Family Member Employment Assistance Program specifically offers career counseling, educational workshops and can assist with job searches. Contact the Career Resources Office at 760-830-7225 to schedule an appointment with a counselor.

### Employment Documentation

To speed up the job finding process, be sure to hand carry all employment documentation with you when moving to MCGACC. Documents to remember include: Resume, SF 171, SF 50, Transcripts and Certificates and licenses.

### Unemployment Benefits

Unemployment Benefits may be available to relocating spouses. Visit the State of [California's Employment Development Department website](#) to see if you qualify.

### Transition Assistance

The Career Resources Office can provide transition assistance to separating and retiring service members and their families. Call CRO at 760-830-7225 for more information.

### Tuition Assistance

The MCGACC Education Center is staffed with knowledgeable personnel who can assist service members and their families identify education options and tuition assistance programs available to them. Contact the Education Center at 760-830-6881 to see if you qualify for tuition assistance. Copper Mountain College and National University also have offices aboard MCGACC.

Copper Mountain College is a two-year community college that offers a variety of Certificates and Associates Degree Programs. Active duty military students are eligible for 100% tuition assistance. Family members are eligible for in-state tuition rates. CMC is on an 18-week semester schedule and offers accelerated courses and other short-term

classes. Visit their [website](#) for more information and course schedules.

National University is a private college that offers a four week accelerated schedule. Each term is one month long. Classes meet for two days per week and two Saturdays for half a day per month. Visit their [website](#) for more information on courses offered aboard the base.

### MyCAA

For information on MyCAA and Military Spouse Education and Career Opportunities, visit [Military OneSource](#).

## Relocation Assistance

### Programs and Services

While moving is always stressful, your stress can be drastically reduced if you take full advantage of the information, education, and personal assistance provided to you by the Relocation Program. This is the place to find answers and get referral to other installation resources as well as assistance with in-transit emergencies. The most important thing you can do to ensure a smooth move is to start planning early using the many Relocation Assistance program services and tools available.

*Individual PCS Planning* -- Most relocation programs offer one-on-one consultation for anyone needing assistance. In particular those making their first military move, first overseas move, or those with challenging and complex situations such as special needs family members or financial problems should call the Relocation Program for an appointment.

*Military Installations and Plan My Move* -- For managing and planning your move, use these two DoD sponsored web-based relocation tools with information on over 250 installations worldwide. You can estimate expenses, find the forms necessary for housing and household goods, keep a calendar of events and take other necessary actions to ensure a successful move.

*Loan Closet* -- Basic household goods items are available to borrow while waiting for your personal property pre-departure or upon arrival. The typical items in stock include: pots and pans, dishes, silverware, irons, ironing boards, portacribs, high chairs, and infant/toddler car seats. Generally, towels and bed linens are not available, so these should be packed in your hold baggage.

*Workshops and Briefings* -- The classes offered vary from installation to installation but you can generally find classes on buying, selling and renting smart, budgeting and finance, moving with children, general moving preparation and many other moving related topics.

*Pre-departure Briefings* -- Sometimes called Smooth Move or PCS Briefings, you and your spouse will want to attend for sure. These briefings provide essential information that can prevent you from making uninformed and costly decisions before your move.

*Settling-in Services* -- These may include welcome wagon services, local area tours with childcare often provided, or basic household items to use until your goods arrive. Overseas arrival services may include introductory language classes and cultural awareness training.

*Deployment Support* -- The Family Center assists unit family readiness groups and Ombudsman programs during the entire deployment cycle. Support includes services for special needs, classes on deployment preparation, managing finances, helping children adjust, family separation, return and reunion, and information on resources available locally and on-line.

*Foreign Born Spouse Support* -- Whether your question concerns immigration and naturalization, learning the English language or how to take local transportation, the Relocation Program provides assistance, classes and referrals.

*Emergency Assistance* -- From time-to-time emergencies occur while moving, the Relocation Program office has the resources to provide emergency financial assistance and referrals.

*Transition Assistance* -- This is a mandatory program available to assist personnel and family members when they separate from the military. The Relocation Assistance office will establish your individual transition plan and refer you to all the installation and community resources necessary to complete a successful transition.

## Installation Specific Information

The Relocation Assistance Program is like having a good friend at 29 Palms. Our knowledgeable and experienced staff are here to provide support, information and assistance to you.

We are here to answer your questions and ensure that the transition for every member of your family is smooth one. We know all too well that your move affects your kids, and we can help them also. Just stop by and ask.

We provide Hospitality Kits with the following items ( silverware, pots and pans, coffee makers, toasters, dishes, glasses, cooking utensils, iron and ironing boards) which are loaned to incoming families awaiting their DMO shipments and outgoing families who have shipped their household good to their next duty station

You can forward your mail to your new Command until you get a permanent mailing address or you can obtain a P.O.Box at 29 Palms Post Office. Fill out an application at your local Post Office (form 1093), and they will then forward it to 29 Palms branch with your check for \$31.00 (for six months). Don't forget to send out change of address forms. Please verify the current cost of a P.O. Box in 29 Palms by calling 1-760-367-1161.

The Relocation Assistance Program at Community Support is ready, willing and able to answer any and all of your questions to assist you in your relocation process. Each Command will establish its own separation procedures.

Call Community Support to chat with a Relocation Specialist who can answer your questions and provide insight and helpful guidance regarding your PCS to (or from) Twentynine Palms, CA.

## Loan Closet

### Items Available

Loan Locker kits contain kitchen items only; i.e. pots, pans, dishes, cookware, etc. The kits are pre-assembled and are checked out as a complete kit. Kits are based on the number of people in your family.

Although the Relocation Assistance Program does not have linens, beds, chairs, tables, etc. for loan, Outdoor Adventures at 760-830-7235, Building 1262, does have these items for check out at very reasonable fees.

### How to Borrow

To check out gear from this the loan locker, paperwork and information must be filled out completely. Therefore, clients utilizing this service must have their information ready and available. Contact the Relocation Assistance Program at 760-830-4028 and DSN 312-230-4028 for more information and hours of availability.

## Financial Assistance

### Financial Assistance

The Financial Management Counselor is located in Bldg 1551 - The Village Center. There are workshops available on various aspects of money management as well as one-on-one appointments which can be scheduled. For more information call 760-830-7342.

Additionally, the Navy-Marine Corps Relief Society, located in Bldg 1551 - The Village Center - can be contacted at 760-830-6323.

### Personal Financial Management Program (PFMP)

The Personal Financial Management Program (PFMP) directs, implements and monitors comprehensive personal financial management education, training and counseling programs. These programs emphasize personal financial responsibility and accountability through the basic principles and practices of sound money management, specialized counseling, consumer education, and information and referral. The program is designed as a working tool, giving assistance to the unit Commanders and his Marines by providing necessary education and training to the service members stationed aboard the Combat Center. This program is a starting point for service members and their families to acquire financial management skills and consumer knowledge.

Education classes are available, either as a one-on-one counseling session or as unit Professional Military Education. Classes include: Banking, Basic Budgeting, Car Buying, Credit Reports and more.

For individual appointments or seat reservations contact the Personal Readiness and Community Support Branch bldg 1551 at 760-830-4262 or the PFMP directly at 760-830-7342.

## Emergency Assistance

### Planning for Emergencies

We know all too well that emergencies can happen en route to a new duty station. If you experience an "in transit" emergency, contact your new unit. If you are near a military installation you can contact the Information and Referral area of that installation for guidance and referrals.

### American Red Cross (ARC)

The American Red Cross is available for emergencies and their telephone number is usually listed in the telephone directory. You can call their emergency assistance number at 1-877-272-7337. You can also contact your nearest Navy Marine Corps Relief Society. They can help with emergency financial assistance and also notification of others in an emergency.

If non-emergency medical assistance is required, be sure that you call for pre-authorization from TRICARE.

In 29 Palms, the American Red Cross is located in Bldg 1551 - The Village Center and can be reached at 760-830-6685. If you need to reach your family in times of emergency, call the ARC at 1-877-272-7337.

### Navy-Marine Corps Relief Society (NMCRS)

NMCRS is a nonprofit charitable organization designed to provide emergency financial services for active duty service members and dependents aboard MCGACC. Interest-free loans and/or grants are available in the event of an emergency such as:

- Funeral expenses
- Medical/dental bills
- Emergency transportation
- Food, rent, utilities
- Disaster relief assistance
- Essential vehicle repairs
- Unforeseen family emergencies

Contact NMCRS at 760-830-6323 to schedule an appointment or to learn more about their emergency services.

### Information & Referral

For more information on Emergency Assistance, contact the MCAGCC Information & Referral Office. The I&R representative will be able to refer you to an emergency relief agency that best suits your needs. The I&R office can be reached at 760-830-6344.

### Victim Advocate

For immediate emergency assistance, please call the Military Police at the numbers listed below or call the Victim Advocate on call number at 760-799-0273.

Military Police commercial emergency numbers:

If calling from a hard wired telephone (civilian or military) on base the number is 911.

If calling from a cell phone; 760-830-3333 or 3334.

All numbers will reach the MCAGCC Fire Department dispatcher which is our emergency response coordinator.

We have government housing that is physically located off base. Normally it falls within the jurisdiction of the San Bernardino County Sheriff and here again using a hard wire phone and dialing 911 will reach their emergency response coordinator. If you dial 911 using a cell phone you would reach the local California Highway Patrol office.

## Legal Assistance

### Legal Services

The Legal Assistance Office provides assistance to active duty members, spouses and retirees. Hours of operation are Monday - Thursday 0730-1100 & 1230-1600 Fridays 0730-1030 bldg 1514 at 760-830-6111

Legal Assistance can help with the following:

- Adoption, stepparent with consent
- Advance medical directives
- Affidavits
- Bills of sale
- Child support and custody
- Consumer law
- Divorce, uncontested
- Landlord/tenant
- Immigration (naturalization for service members/spouse)
- Paternity
- Powers of Attorney
- Servicemembers' civil relief act
- Wills, living
- Wills, simple
- Notarizations

Notary Public Information: Legal Assistance Notary hours are Wednesday 1300-1500 and Friday 0800-1030 in bldg 1514 at 760-830-6111, this is a free service.

Legal Assistance cannot help with the following:

- Annulments
- Bankruptcy
- Criminal matters
- Divorces, contested
- DUI
- Employment disputes
- Guardianships
- Military issues
- Military protective orders
- Probate
- Restraining orders, civilian

## Deployment Support

### **Marine Corps Family Team Building**

Marine Corps Family Team Building (MCFTB) programs enhance unit readiness by providing educational programs to deploying and returning troops in an effort to build confident military families. Please call 760-830-3110, if you have any questions regarding deployment issues.

### **L.I.N.K.S (Lifestyles, Insight, Networking, Knowledge & Skills)**

L.I.N.K.S. is a spouse-mentor program that helps spouses adjust to life in the military. The program provides a positive environment for spouses to learn to manage the demands of Marine Corps life and to work together as a team in balancing family needs as well as meeting Marine Corps expectations. For more information call 760-830-1696.

### **Family Readiness Officer (FRO)**

The Family Readiness Officer (FRO) is the face of the Commander's vision, the hub of communication and the Commander's main point of contact in coordination of the Family Readiness Program. They conduct proactive outreach, rapport development and multi-faceted communication efforts to facilitate meaningful two-way communication between the command its Marines and families. The goal of the FRO is to provide resource information and training in addition to support services to enhance a Marines personal and family readiness in response to life, career and mission events. For more information on this program call 760-830-4163.

### **Family Readiness Program (FRP)**

The Marine Corps most valuable asset is the individual Marine and their family. The Family Readiness Program (FRP)



will educate and empower both Marines and family members to achieve and maintain a high state of personal readiness and resiliency in response to life, career and mission. The FRP provides information, tools and resources to empower them to take care of themselves and successfully balance the challenges of a military lifestyle. The FRP also provides the following workshops: Command Team Training, Command Team Advisor/Family Readiness Assistance and CO/Senior Enlisted Spouse.

### **Readiness and Deployment Support**

Readiness and Deployment Support Trainers are here to help families stay strong throughout the deployment cycle with Pre-deployment seminars, Kids-N-Deployment workshops, Return & Reunion workshops and more. We are located in Bldg 1551 at 760-830-3674/3127.

### **Life Skills Education and Training**

Life Skills encompasses the capabilities necessary to meet the challenges of everyday life with the mobile military lifestyle as well as the heightened operational and deployment tempo. With the use of Four Lenses personality assessment, Parenting for Teens, How to Avoid Marrying a Jerk/Jerkette of (PICK), Prevention and Relationship Enhancement Program for Couples (PREP), Family Care Plan brief, Conflict Management Workshop, Basic Anger Management Workshop, Single Parenting Workshop and the Seven Habits of Highly Effective Military Families. We are located in bldg 1551 at 760-830-3115.

### **MCCS Area Coordinator**

The Area Coordinator provides support for unit morale functions, such as Family Days. Call 760-830-8106 for more information on services provided.

## **Contact Information**

**DSN Dialing Instructions:** When dialing a DSN number from U.S. installation to U.S. installation, it is unnecessary to dial the 312 area code. When dialing a DSN number to/from overseas locations, the DSN area code must be included.

1551 Fifth Street  
The Village Center  
MCAGCC  
Twentynine Palms, CA 92278-8150  
Phone 760-830-6344  
Phone (DSN) 312-230-6344  
Fax (DSN) 312-230-8323  
[Email](#) | [Website](#) | [Map](#)

### **Automotive Services**

Auto Service Station (JT Automotive)  
1078 Del Valle Road  
MCAGCC  
Twentynine Palms, CA 92278  
Phone 760-830-6693  
Phone (DSN) 312-230-6693  
Fax 760-830-7329  
Fax (DSN) 312-230-7329  
Mon - Fri 7:00 a.m. - 6:00 p.m.  
Sat & Sun 8:30 a.m. - 4:00 p.m.  
Holidays - closed  
24/7 for Credit Sales  
[Email](#) | [Website](#) | [Map](#)

### **Beauty/Barber Shops**

Barber Shop @ MCCES  
1863 Griffin Road  
MCAGCC

### **Adult Education Centers**

Adult Education Center (AKA Lifelong Learning Center)  
1427 South MCAGCC  
Twentynine Palms, CA 92278  
Phone 760-830-6881/6085  
Phone (DSN) 312-230-6881  
Fax 760-830-7243  
Fax (DSN) 312-230-7243  
Mon - Thu 7:30 a.m. - 5:00 p.m.  
Fri 7:30 a.m. - 4:30 p.m.  
Sat, Sun & Holidays - Closed  
[Email](#) | [Website](#) | [Map](#)

### **Beauty/Barber Shops**

Barber Shop @ Camp Wilson  
5400 Wilson Road  
Bldg 2347  
MCAGCC  
Twentynine Palms, CA 92278  
Phone 760-830-4633  
Phone (DSN) 312-230-4633  
Open 8:00 a.m. - 6:00 p.m. 7 days a week  
[Website](#) | [Map](#)

### **Beauty/Barber Shops**

Beauty Shop  
1533 Fifth Street  
MCAGCC

Twentynine Palms, CA 92278  
 Phone 760-830-4101  
 Phone (DSN) 312-230-4101  
 Sun - 11:00 a.m. - 5:00 p.m.  
 Mon - 7:00 a.m. - 4:00 p.m.  
 Tue, Wed, Thu & Fri 7:00 a.m. - 3:00 p.m.  
 Sat & Holidays - closed  
[Website](#) | [Map](#)

#### **Beneficiary Counseling Assistance Coordinators**

Heath Benefits Advisory Manager  
 1145 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-2978  
 Phone (DSN) 312-230-2978  
 Fax 760-830-2882  
 Fax (DSN) 312-230-2882  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed  
[Email](#) | [Website](#) | [Map](#)

#### **Child Development Centers**

Bright Beginnings CDC  
 693 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-3227  
 Fax 760-830-3228  
 Mon - Fri 6:30 a.m. - 5:30 p.m.  
 Sat, Sun & Holidays - closed  
[Website](#) | [Map](#)

#### **Child and Youth Registration and Referral**

Family Care Homes, Resource and Referral - Family Day  
 Care Coordinator  
 694 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-3227  
 Phone (DSN) 312-230-3227  
 Fax 760-830-7539  
 Fax (DSN) 312-230-7539  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

#### **Commissary/Shoppette**

Commissary  
 Building 1025  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-7572  
 Phone (DSN) 312-230-7572  
 Fax 760-830-6325  
 Fax (DSN) 312-230-6325  
 Tue - Sat 10:00 a.m. - 7:00 p.m.  
 Sun 12:00 a.m. - 6:00 p.m.  
 Closed Mon & Holidays  
[Map](#)

#### **Deployment/Mobilization**

Twentynine Palms, CA 92278  
 Phone 760-830-6163, ext. 249  
 Phone (DSN) 312-230-6163 x249  
 Mon - Fri 8:00 a.m. - 6:00 p.m.  
 Sat 8:00 a.m. - 4:00 p.m.  
 Sun & Holidays - closed  
[Website](#) | [Map](#)

#### **Chapels**

Religious Ministries Directorate (RMD)  
 1551 Fifth Street  
 The Village Center  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6304  
 Phone (DSN) 312-230-6304  
 Fax 760-830-4279  
 Fax (DSN) 312-230-4279  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sun 7:30 a.m. - 7:30 p.m.  
 Sat & Most Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

#### **Child Development Centers**

New Horizons CDC  
 694 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-3227  
 Fax 760-830-4899  
 Mon - Fri 6:30 a.m. - 5:30 p.m.  
 Sat, Sun & Holidays - closed  
[Website](#) | [Map](#)

#### **Civilian Personnel Office**

Human Resource Office (HRO)  
 1551 Fifth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6328  
 Phone (DSN) 312-230-6328  
 Fax 760-830-7669  
 Fax (DSN) 312-230-7669  
 Mon - Fri 7:00 a.m. - 4:00 p.m.  
 Sat and Sun - closed  
[Website](#) | [Map](#)

#### **Dental Clinics**

23rd Dental Company  
 1591 Griffin Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-7052  
 Phone (DSN) 312-230-7052  
 Fax 312-230-7053  
 Fax (DSN) 312-230-7074  
 Mon - Fri 7:30 a.m. - 4:00 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

#### **EFMP - Enrollment**

Marine Corps Family Team Building  
 1551 Fifth Street  
 The Village Center  
 Twentynine Palms, CA 92278  
 Phone 760-830-3110  
 Phone (DSN) 312-230-3110  
 Fax 760-830-8981  
 Fax (DSN) 312-230-8981  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

#### **EFMP - Family Support**

EFMP / Family Support  
 Marine Corps Air ground Combat Center  
 P.O. Box 788150  
 Attn: MCCA EFMP  
 Twentynine Palms, CA 92278-8150  
 Phone 760-830-8789  
[Email](#) | [Website](#) | [Map](#)

#### **Exchange(s)**

Exchange(s) - Camp Wilson Branch  
 Building 5400 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-7821  
 Phone (DSN) 312-230-7821  
 Sun - Sat 0800-2000  
 Call for Holiday Hours  
[Map](#)

#### **Exchange(s)**

Exchange - MCCES Branch Exchange  
 1863 Griffin Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-4104  
 Phone (DSN) 312-230-4104  
 Mon - Fri 0630 - 1730 Sun 1100-1700  
 Sat & Holidays Closed  
[Website](#) | [Map](#)

#### **Exchange(s)**

Exchange(s) - Marine Mart Branch  
 1090 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-1573/1572  
 Phone (DSN) 312-230-1573  
 Mon - Thu 0500-2200  
 Fri 0500-2400  
 Sat 0700-2400  
 Sun 0700-2200  
 Holidays 0700-2200  
[Map](#)

#### **Family Center**

Marine and Family Services  
 P.O. Box 788150

EFMP / Enrollment  
 Marine Corps Air ground Combat Center  
 P.O. Box 788150  
 Attn: MCCA EFMP  
 Twentynine Palms, CA 92278-8150  
 Phone 760-830-8789  
[Email](#) | [Website](#) | [Map](#)

#### **Emergency Relief Services**

American Red Cross  
 1551 Fifth Street  
 MCAGCC  
 29 Palms, CA 92278  
 Phone 760-830-6685  
 Phone (DSN) 312-230-6685  
 Fax 760-830-7190  
 Fax (DSN) 312-230-7190  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

#### **Exchange(s)**

Exchange(s) - Ocotillo Branch  
 3851 Berkeley Road MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-5614  
 Phone (DSN) 312-230-5614  
 Mon - Fri 0600-2000  
 Sat 0630-2000 Sun 1000-1900  
 Closed Holidays  
[Map](#)

#### **Exchange(s)**

Exchange (Marine Corps Main Exchange Building)  
 MCX Building 1502  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6163  
 Phone (DSN) 312-230-6163  
 Sun - Sat 0600 - 2200  
 Call for Holiday Special Hours.  
[Website](#) | [Map](#)

#### **Family Advocacy Program**

Family Advocacy Program  
 1438 Fourth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6345  
 Phone (DSN) 312-230-6345  
 Fax 760-830-5179  
 Fax (DSN) 312-230-5179  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed  
[Email](#) | [Website](#) | [Map](#)

#### **Family Center**

Marine Corps Family Team Building  
 1551 Fifth Street

**MCAGCC**

Twentynine Palms, CA 92278  
 Phone 760-830-6344 / 760-830-7479  
 Phone (DSN) 312-230-6344, 7479  
 Fax 760-830-8323  
 Fax (DSN) 312-230-8323  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed  
[Email](#) | [Website](#) | [Map](#)

**Family Child Care/Child Development Homes**

Family Care Homes, Resource and Referral - Family Day  
 Care Coordinator  
 694 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-3227  
 Phone (DSN) 312-230-3227  
 Fax 760-830-7539  
 Fax (DSN) 312-230-7539  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

**Finance Office**

Finance Office AKA Disbursing Office  
 1521 Fourth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-5346  
 Phone (DSN) 312-230-5346  
 Fax 760-230-1818  
 Fax (DSN) 312-230-1812  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed  
[Email](#) | [Website](#) | [Map](#)

**Gymnasiums/Fitness Centers**

Camp Wilson Gym/Fitness Center  
 Building 5411 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-4353  
 Phone (DSN) 312-230-4353  
 Sun - Sat 0600 2200  
 Call for Extended Hours  
[Map](#)

**Gymnasiums/Fitness Centers**

East Gym/Fitness Center  
 Building 1588 Fourth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6440  
 Phone (DSN) 312-230-6440  
 Sun - Sat 0430 - 2200  
[Email](#) | [Website](#) | [Map](#)

**Hospital/Medical Treatment Facility(s)**

Naval Hospital Twentynine Palms (Robert E. Bush Naval  
 Hospital)  
 1145 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278

**MCAGCC**

Twentynine Palms, CA 92278  
 Phone 760-830-3110 (MCFTB) / 760-830-3818 (F.O.C.U.S.)  
 Phone (DSN) 312-230-3110 (MCFTB)/312-230-3818  
 (F.O.C.U.S.)  
 Fax 760-830-8981  
 Fax (DSN) 312-230-8981  
 Mon - Fri 10:00 a.m. - 6:00 p.m.  
 Sat, Sun & Holidays Closed  
[Email](#) | [Website](#) | [Map](#)

**Family Child Care/Child Development Homes**

New Horizons CDC  
 694 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-3227  
 Fax 760-830-4899  
 Mon - Fri 6:30 a.m. - 5:30 p.m.  
 Sat, Sun & Holidays - closed  
[Website](#) | [Map](#)

**Golf Courses**

Golf Course (Desert Winds Golf Course)  
 3812 West Side Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-4094/ 3011  
 Phone (DSN) 312-230-4094/3011  
 Fax 760-830-7934  
 Fax (DSN) 312-230-7934  
 Fri - Sun 7:00 a.m. - Dusk  
 Mon - Thu 7:00 a.m. - Dusk  
[Email](#) | [Website](#) | [Map](#)

**Gymnasiums/Fitness Centers**

West Gym/Fitness Center  
 Building 1518 Sixth Street MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6451  
 Phone (DSN) 312-230-6451  
 Sun - Sat 0430 - 2200  
[Map](#)

**Gymnasiums/Fitness Centers**

Community Center Gym/Fitness Center  
 Building 1004 Cottontail Road MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-3350  
 Phone (DSN) 312-230-3350  
 Mon - Fri 0700-2100  
 Sat, Sun & Holiday Closed  
[Map](#)

**Household Goods/Transportation Office (inbound)**

Claims Office (Traffic Management Office - TMO)  
 1102 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6119

Phone 760-830-2190/ 2651  
 Phone (DSN) 312-230-2190/ 2651  
 Fax 760-830-2182  
 Fax (DSN) 312-230-2182

**Hospital:**

Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed

**Emergency Room:**

Open 24 hours a day, 7 days a week

**Adult Care Clinic:**

Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Map](#)

**Household Goods/Transportation Office (inbound)**

Household Goods/Transportation Office (Inbound) (AKA  
 Traffic Management Office TMO)

Phone 760-830-6119 / 760-830-6701

Phone (DSN) 312-230-6119

Fax 760-830-6960

Fax (DSN) 312-230-6960

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Map](#)

**Housing Office/Government Housing**

Housing Office (Family)

1003 Cottontail Road

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-6611

Phone (DSN) 312-230-6611

Fax 760-830-6950

Fax (DSN) 312-230-6950

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Website](#) | [Map](#)

**Housing Referral Office/Housing Privatization**

Housing Referral Office

1003 Cottontail Road

MCAGCC

Twentynine Palms, CA 92278

Phone 760- 830-6611

Phone (DSN) 312-230-6611

Fax 760-830-6950

Fax (DSN) 312-230-6950

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Website](#) | [Map](#)

**Information and Referral Services**

Marine and Family Services

P.O. Box 788150

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-6344 / 760-830-7479

Phone (DSN) 312-230-6344, 7479

Fax 760-830-8323

Fax (DSN) 312-230-8323

Mon - Fri 7:30 a.m. - 4:30 p.m.

Phone (DSN) 312-230-6119

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Map](#)

**Household Goods/Transportation Office (outbound)**

Household Goods/Transportation Office (Outbound) (AKA  
 Traffic Management Office TMO)

1102 Del Valle Road

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-6119 / 760-830-6701

Fax 760-830-6469

Fax (DSN) 312-230-6469

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Map](#)

**Housing Referral Office/Housing Privatization**

Lincoln Military Housing Office

1003 Cottontail Road

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-4500

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Website](#) | [Website](#) | [Map](#)

**ID/CAC Card Processing**

I.D. /CAC Card Processing/DEERS

1551 Fourth Street

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-5365/ 7326

Phone (DSN) 312-230-5365/ 7326

Fax 760-830-4334

Fax (DSN) 312-230-4334

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Map](#)

**Information and Referral Services**

Information and Referral (I&R) for Marine Corps

Community Services (MCCS) Programs

1551 Fifth Street

The Village Center

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-6344

Phone (DSN) 312-230-6344

Fax 760-830-8323

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Map](#)

### **Legal Services/JAG**

Legal Assistance Office (SJA)

1514 Brown Road

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-5249/6111

Phone (DSN) 312-230-5249/ 6111

Fax 760-830-5255

Fax (DSN) 312-230-5255

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Map](#)

### **Loan Closet**

Hospitality Kits (Relocation Assistance Program)

Phone 760-830-4028

Phone (DSN) 312-230-4028

Fax 760-830-8323

Fax (DSN) 312-230-8323

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays Closed

[Email](#) | [Website](#) | [Map](#)

### **MWR (Morale Welfare and Recreation)**

Wood Hobby Shop

Building 1342

Second Street MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-7214

Phone (DSN) 312-230-7214

Wed - Fri 1100 - 1900

Sat & Sun 1000-1800

Mon, Tues & Holidays Closed

[Map](#)

### **New Parent Support Program**

New Parent Support Program

1438 Fourth Street

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-7622

Phone (DSN) 312-230-7622

Fax 760-830-4249

Fax (DSN) 312-230-7622

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays - closed

[Email](#) | [Website](#) | [Map](#)

### **Personal Financial Management Services**

Personal Financial Management Program

1551 Fifth Street

The Village Center

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-7342

Phone (DSN) 312-230-7342

Fax 760-830-8323

Fax (DSN) 312-230-8323

Mon - Fri 7:30 a.m. - 4:30 p.m.

Fax (DSN) 312-230-8323

[Email](#) | [Website](#) | [Map](#)

### **Library**

Library

1528 Sixth Street

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-6875

Fax 760-830-4497

Fax (DSN) 312-230-4498

Mon - Fri 8:30 a.m. - 8:00 p.m.

Sat and Sun 10:00 a.m. - 6:00 p.m.

[Email](#) | [Website](#) | [Map](#)

### **MWR (Morale Welfare and Recreation)**

Marine Corps Exchange (MCX)

Building 1502

The Main Exchange Complex

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-6163

Phone (DSN) 312-230-6163

Sun - Sat 6:00 a.m. - 10:00 p.m.

Call for Holiday Special Hours

[Email](#) | [Website](#) | [Map](#)

### **Military Clothing Sales**

Military Clothing Sales (Cash Sales)

Building 1502

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-6163

Phone (DSN) 312-230-6163

Sun - Sat 6:00 a.m. - 10:00 p.m.

Call for Holiday Special Hours

[Email](#) | [Website](#) | [Map](#)

### **Non-appropriated Funds (NAF) Human Resources**

Non-Appropriated Fund (Human Resource Office)

1533 Brown Road

MCAGCC

Twentynine Palms, CA 92278

Phone 760-830-5637 option 5

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays - closed

[Email](#) | [Website](#) | [Map](#)

### **Personnel Support Office**

Installation Personnel Administration Center (IPAC)

1450 Fourth Street

MCAGCC

Twentynine Palms, CA 92278

Phone 760- 830-1818

Phone (DSN) 312-230-1818

Fax 760-830-1812

Fax (DSN) 312-230-1812

Mon - Fri 7:30 a.m. - 4:30 p.m.

Sat, Sun & Holidays - closed

Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

### **Relocation Assistance Program**

Relocation Assistance Program  
 Bldg 1551  
 The Village Center  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6540/4028  
 Phone (DSN) 312-230-6540/4028  
 Fax 760-830-8323  
 Fax (DSN) 312-230-8323  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

### **Retirement Services**

Career Resource Office (AKA Family Member  
 Employment Assistance Program)  
 1438 Fourth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-7225  
 Phone (DSN) 312-230-7225  
 Fax 760-830-5955  
 Fax (DSN) 312-230-5955  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed  
[Email](#) | [Website](#) | [Map](#)

### **Spouse Education, Training and Careers**

Career Resource Office (AKA Family Member  
 Employment Assistance Program)  
 1438 Fourth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-7225  
 Phone (DSN) 312-230-7225  
 Fax 760-830-5955  
 Fax (DSN) 312-230-5955  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays Closed  
[Email](#) | [Website](#) | [Map](#)

Nsval Hospital:  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

### **Restaurants/Fast Food**

Carl's Jr.  
 1081 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-5607  
 Phone (DSN) 312-230-5607  
 Fax 760-830-7239  
 Fax (DSN) 312-230-7239  
 Officers Club:  
 Mon - Fri 11:00 a.m. - 1:00 p.m.  
 Charlie's:  
 Mon - Fri 6:30 a.m. - 3:00 p.m.  
 Di Carlos Italian Café  
 Sun - Thurs 10:00 a.m. - 10:00 p.m.  
 Fri & Sat 10:00 a.m. - 12:00 a.m.  
 Sandy Hill Lanes:  
 Mon - Thu 11:00 a.m. - 10:00 p.m.  
 Fri 11:00 a.m. - 12:00 p.m.  
 Sat 12:00 a.m. - 12:00 p.m.  
 Sun 12:00 a.m. - 10:00 p.m.  
 Carls Jr.:  
 Dining Area - Mon - Sun 6:00 a.m. - 11:00 p.m.  
 Drive Thru Mon - Sun 6:00 a.m. - 12:00 p.m.  
 Taco Bell:  
 Fri & Sat 10:00 a.m. - 11:00 p.m.  
 Sun - Thu 10:00 a.m. - 10:00 p.m.  
 Warrior Club:  
 Fri - Sun & Holidays 11:00 a.m. - 10:00 p.m.  
[Email](#) | [Website](#) | [Map](#)

### **School Age Care**

Youth and Teen Oasis  
 Bldg 692, MAGTFTC, MCAGCC  
 29 Palms, CA 92278  
 Phone 760-830-3227 ext 273  
 Phone (DSN) 312-230-3227 ext 273  
 Fax 760-830-4899  
 Fax (DSN) 312-230-4899  
 Mon - Fri 10:00 a.m. - 6:00 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

### **Temporary Lodging/Billeting**

Bachelor Housing Office  
 1565 Griffin Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6642  
 Phone (DSN) 312-230-6642  
 Open 24 hours a day, 7 days a week  
[Email](#) | [Website](#) | [Map](#)

**Temporary Lodging/Billeting**

Temporary Lodging Facility (TLF) AKA Sleepy Tortoise Lodge  
 690 Saddleback Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6573/ 4850  
 Phone (DSN) 312-230-6573/ 4850  
 Open 24 hours a day, 7 days a week  
[Email](#) | [Website](#) | [Map](#)

**Travel Office**

Scheduled Airline Ticket Office (SATO)  
 1102 Del Valle Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6622  
 Phone (DSN) 312-230-6622  
 Fax 760-830-6960  
 Fax (DSN) 312-230-6960  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

**Victim Advocate Services**

Victim Advocate Services - Counseling Center  
 1437 Fourth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-6345 / 760-799-0273 (On Call Number)  
 Phone (DSN) 312-230-6345  
 Fax 760-830-5179  
 Fax (DSN) 312-230-5179  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
 Advocate on call 24/7  
[Email](#) | [Website](#) | [Map](#)

**Youth Programs/Centers**

Youth and Teen Oasis  
 Bldg 692, MAGTFTC, MCAGCC  
 29 Palms, CA 92278  
 Phone 760-830-3227 ext 273  
 Phone (DSN) 312-230-3227 ext 273  
 Fax 760-830-4899  
 Fax (DSN) 312-230-4899  
 Mon - Fri 10:00 a.m. - 6:00 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

**Transition Assistance Program**

Retirement Services AKA Transition Assistance Program (TAP)  
 1438 Fourth Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-7225  
 Phone (DSN) 312-230-7225  
 Fax 760-830-8323  
 Fax (DSN) 312-230-5955  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

**Veterinary Services**

Veterinarian Services  
 1028 Cottontail Road  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-7522  
 Phone (DSN) 312-230-7522  
 Fax 760-830-7520  
 Fax (DSN) 312-230-7520  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

**Victim Advocate Services**

Sexual Assault Prevention and Response Program  
 1551 4th Street  
 MCAGCC  
 Twentynine Palms, CA 92278  
 Phone 760-830-4997 / 760-799-0273 (On Call Number)  
 Phone (DSN) 312-230-4997  
 Fax 760-830-8131  
 Fax (DSN) 312-230-8131  
 Mon - Fri 7:30 a.m. - 4:30 p.m.  
 Sat, Sun & Holidays - closed  
[Email](#) | [Website](#) | [Map](#)

## Major Units

**VMU-1**

Contact Information:  
 Officer of the Day and Admin  
 COM: 760-830-5680/760-830-5682  
 DSN: 312-230-5680/312-230-5682



COM FAX: 760-830-5625

**1st Tank BN**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-6387/760-830-6653

DSN: 312-230-6387/312-230-6653

COM FAX: 760-830-8009

**3rd LAR Bn**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-6620/760-830-5228

DSN: 312-230-6620/312-230-5228

COM FAX: 760-830-5224

**3rd AAV Bn**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-7196/760-830-7182

DSN: 312-230-7196/312-230-7182

COM FAX: 760-830-5197

**CLB-7**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-5134/760-830-5937

DSN: 312-230-5134/312-230-5937

COM FAX: 760-830-6645

**MWSS-374**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-5681/760-830-5681

DSN: 312-230-5681/312-230-5681

COM FAX: 760-830-6791

**MCCES**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-6792/760-830-6053

DSN: 312-230-6792/312-230-6053

COM FAX: 760-830-5917

**23rd Dental Co.**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-6189/760-830-6548

DSN: 312-230-6189/312-230-6548

COM FAX: 760-830-7074

**Headquarters Bn**

Contact Information:

Admin

COM: 760-830-7067

DSN: 312-230-7067

COM FAX: 760-830-5381

**3rd CEB**

Contact Information:

Officer of the Day and Admin.

COM: 760-401-0401/760-830-8395

DSN: 312-230-8395

COM FAX: 760-830-8359

**Naval Hospital**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-6806/760-830-7078

DSN: 312-230-6806/312-230-7078

COM FAX: 760-830-2182

**7th Marines**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-2190/760-830-2517

DSN: 312-230-2190

COM FAX: 760-830-6737

**1st Bn, 7th Mar**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-6503

DSN: 312-230-6503/312-230-5816

COM FAX: 760-830-5417

**2nd Bn, 7th Mar**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-5673/760-830-6029

DSN: 312-230-5673/312-230-6029

COM FAX: 760-830-5417

**3rd Bn, 7th Mar**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-5866/760-830-5029

DSN: 312-230-5866/312-230-5029

COM FAX: 760-830-5417

**3rd Bn, 11th Mar**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-7345

DSN: 312-230-7345

COM FAX: 760-830-5548

**3rd Bn, 4th Mar**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-5549/760-830-5534

DSN: 312-230-5549/312-230-5534

COM FAX: 760-830-8509

**VMU-3**

Contact Information:

Officer of the Day and Admin.

COM: 760-830-9345

DSN: 312-230-9345

COM FAX: 760-830-5625