



# Department of Defense INSTRUCTION

NUMBER 1338.19

June 15, 1990

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ASD(FM&P)

SUBJECT: Relocation Assistance Programs

- References: (a) [DoD Directive 1342.17](#), "Family Policy," December 30, 1988  
(b) Public Law 101-189, "National Defense Authorization Act for Fiscal Years 1990 and 1991," Section 661, November 29, 1989  
(c) DoD Directive 4001.1, "Installation Management," September 4, 1986  
(d) DoD 4165.63-M, "DoD Housing Management," June 1988, authorized by DoD Directive 4165.63, July 20, 1989  
(e) [DoD Directive 1315.7](#), "Military Personnel Assignments," January 9, 1987

## 1. PURPOSE

This Instruction:

1.1. Establishes policy, assigns responsibilities, and prescribes procedures under reference (a) for implementation and use of relocation assistance programs and implements reference (b).

1.2. Does not establish any rights or remedies and may not be relied on by any person, organization, or other entity in an administrative or judicial proceeding or any other forum.

## 2. APPLICABILITY AND SCOPE

This Instruction applies to:

2.1. The Office of the Secretary of Defense (OSD); the Military Departments; the Chairman, Joint Chiefs of Staff and Joint Staff; the Unified and Specified Commands;

the Inspector General of the Department of Defense (IG, DoD); the Uniformed Services University of Health Sciences (USUHS); the Defense Agencies; and DoD Field Activities (hereafter referred to collectively as "DoD Components"). The term "Military Services," as used herein, refers to the Army, Navy, Air Force, and Marine Corps.

2.2. All military personnel and military retirees, their families, and when authorized by the Secretaries of the Military Departments, civilian personnel and their families (hereafter referred to collectively as "DoD personnel and their families"). The applicability of Military Relocation Assistance Programs to civilian personnel and their families, when authorized, shall be specified in Service implementing guidance, based on that Service's needs and capabilities.

### 3. POLICY

It is DoD policy that:

3.1. Relocation assistance programs be established to provide the information and services necessary to support DoD personnel and their families who are undergoing a permanent change of station (PCS) move.

3.2. DoD personnel and their families be provided a quality of life that reflects the high standards and pride of the Nation they defend in accordance with (IAW) DoD Directive 1342.17 (reference (a)).

3.3. DoD personnel, both married and single, have primary responsibility for the welfare of their families. Nevertheless, the commitment demanded by the Military Services requires that DoD personnel and their families be provided a comprehensive family support system that includes relocation assistance IAW reference (a) and P.L. 101-189 (reference (b)).

3.4. Family support systems shall be allocated adequate resources to accomplish their missions and shall collaborate and coordinate with each other and civilian agencies to ensure maximum resource use. Monitoring and evaluation shall be an integral part of relocation systems to ensure responsiveness to the needs of DoD personnel and their families, IAW references (a) and (b).

3.5. Installation personnel and career counseling offices shall use relocation assistance programs to assist in the career counseling and retention of personnel IAW reference (b).

3.6. Relocation assistance programs shall be designed to assist commanders in accomplishing installation mission requirements consistent with DoD Directive 4001.1 (reference (c)) and DoD 4165.63-M (reference (d)).

3.7. DoD personnel shall be provided adequate time at the departing installation to clear the installation, and adequate time shall be provided at the new installation to allow for DoD personnel and their families to settle in. The Services shall establish a designated time allotted for in-and-out processing.

3.8. The Military Services shall make every effort, consistent with readiness objectives, to stabilize and lengthen tours IAW DoD Directive 1315.7 (reference (e)).

#### 4. RESPONSIBILITIES

4.1. The Assistant Secretary of Defense (Force Management and Personnel) (ASD(FM&P)), or designee, shall:

4.1.1. Monitor compliance with this Instruction. National Guard and Reserve compliance shall be monitored in conjunction with the Assistant Secretary of Defense (Reserve Affairs) (ASD(RA)).

4.1.2. Ensure that information on military family relocation issues, research, and programs is exchanged among the Military Services, OSD, and other DoD Components.

4.1.3. Ensure that the annual relocation report to Congress and other reports are prepared expeditiously by the Family Policy Coordinating Committee and its subcommittees and that these reports are coordinated with DoD Components. The annual report shall address military family relocation matters and shall include the following:

4.1.3.1. An assessment of available, affordable private-sector housing for members of the Military Services and their families.

4.1.3.2. An assessment of the actual nonreimbursed costs incurred by members of the Military Services and their families who are ordered to make a PCS.

4.1.3.3. Information (shown by military installations) on the types of locations at which members of the Military Services assigned to duty at military

installations live, including the number of members of the Military Services who live on a military installation and the number who do not live on a military installation.

4.1.3.4. Information on the effects of the relocation assistance programs, established under this Instruction, on the quality of life of members of the Military Services and their families and on retention and productivity of members of the Military Services.

4.1.4. Promote general awareness on relocation assistance programs and responsibilities among the Military Departments.

4.1.5. Establish a position with the responsibility of directing the Military Relocation Assistance Program and to oversee development and implementation of the Military Relocation Assistance Programs established by P.L. 101-189 (reference (b)) and this Instruction.

4.2. The Assistant Secretary of Defense (Reserve Affairs) (ASD(RA)), the Assistant Secretary of Defense (Health Affairs) (ASD(HA)), and the Assistant Secretary of Defense (Public Affairs) (ASD(PA)), or designees, pursuant to their agreement, shall cooperate with the ASD(FM&P), as necessary, in implementing this Instruction.

4.3. The Secretaries of the Military Departments, or designees, shall ensure that:

4.3.1. Relocation assistance shall be provided, through Military Relocation Assistance Programs, to members of the Military Services who are ordered to make a PCS, which includes a move to a new location. Relocation assistance shall also be offered for dependents of such members who are authorized to move in connection with the PCS.

4.3.2. Information on military family relocation is available at designated sites, and, in conjunction with the ASD(FM&P), the ASD(HA), and the ASD(PA), pamphlets, video tapes, automated information, or other appropriate information and visual displays are developed, produced, and disseminated, as needed.

4.3.3. Implementing regulations and procedures are established IAW this Instruction and shall designate an office with the responsibility of providing program oversight and information for appropriate reports and surveys for their Service. This shall include information required for the annual report to Congress.

4.3.4. DoD personnel and their families are informed of relocation services,

with a particular emphasis on junior personnel and their families.

4.3.5. Comprehensive and coordinated relocation assistance programs are developed at designated sites on DoD installations and are adequately staffed with trained personnel, based on specific installation needs and mission requirements.

4.3.6. Relocation assistance programs are allocated the resources to accomplish their missions, as developed by installation commanders in coordination with subclaimants, major commands, and Military Department Headquarters.

4.3.7. Relocation assistance programs and activities collaborate and coordinate with each other and with other Federal, State, and civilian agencies that provide relocation information and assistance to maximally use allocated resources, information, and services.

4.3.8. Relocation assistance programs make relocation information available through an automated information system (AIS), as prescribed in this Instruction, not later than September 30, 1991. The Department of the Army is designated as the DoD Executive Agent for the development and implementation of the AIS.

4.3.9. Relocation assistance programs are monitored and evaluated to ensure that they are accessible, effective, and responsive to the needs of DoD personnel and their families.

4.3.10. Requests for waivers from the requirement for a relocation assistance program are processed expeditiously. Waivers shall be considered by the Secretaries of the Military Departments only for exceptional cases such as unique National Guard or other Reserve component installations. When an installation is given a waiver, personnel assigned to that installation shall be serviced by the nearest military installation providing relocation assistance. That installation must be in the geographic area of the installation for which a waiver has been granted.

4.3.11. The Inspector General (IG) of each Military Service shall review and report compliance with the provisions in paragraphs 4.3.4. through 4.3.9., above, to the Service Secretary, on an annual basis, due no later than December 31 of each year.

4.4. The Heads of other DoD Components shall:

4.4.1. Ensure compliance with this Instruction.

4.4.2. Establish procedures IAW this Instruction.

4.4.3. Ensure that DoD personnel and their families are informed of relocation services, with particular emphasis on junior personnel and their families.

## 5. PROCEDURES

5.1. The DoD Family Policy Coordinating Committee and its subcommittees shall:

5.1.1. Share information and coordinate decisions on relocation assistance programs among the DoD Components.

5.1.2. Assess available information and systems development.

5.1.3. Oversee the implementation of this Instruction.

5.1.4. Prepare the annual report to Congress and other appropriate reports and surveys.

5.1.5. Make appropriate recommendations to the ASD(FM&P).

5.2. Relocation program services shall be prominently visible and accessible at DoD installations unless waived under the provisions of paragraph 4.3.10., above.

5.3. Relocation programs shall be appropriately staffed with trained personnel.

5.4. Relocation assistance programs shall provide relocation information through an AIS that can be linked through existing automated communication networks worldwide. That AIS shall provide ready access and allow updates of accurate and current relocation information. That AIS capability shall include programs located outside the continental United States (OCONUS).

5.5. Relocation assistance programs shall be established for each military installation with at least 500 DoD personnel assigned to or serving at the installation (unless waived under the provisions of paragraph 4.3.10., above). Personnel at installations with fewer than 500 such members shall have access to such programs. DoD personnel on detached or independent assignments away from military installations, such as extended shipboard deployment, recruiting, attendance at civilian schools, and Reserve Officers' Training Corp (ROTC), shall receive departure and post-arrival assistance from the nearest military installation.

5.5.1. Each installation commander shall have the responsibility for

identifying, coordinating, and ensuring the availability and accuracy of relocation information about that installation.

5.5.2. Installation commanders shall establish a relocation assistance coordinating committee (RACC) to ensure coordination and cooperation among the various and often disparate relocation services on the installations. RACC members shall include, but not be limited to, representatives from the installation, family center, housing office, transportation, finance, child care, and medical service. The installation family center, as part of its information and referral mission, shall maintain the consolidated relocation AIS. For those installations without a family center, the installation commander shall determine where the AIS is to be installed and maintained.

5.5.3. Relocation programs shall be incorporated into installation and/or unit in-and-out processing procedures. DoD personnel and their families that are awaiting PCS will be made fully aware of the relocation assistance program services.

5.6. Relocation assistance programs shall provide the following types of relocation assistance for DoD personnel and their families who are authorized to move in connection with a pending PCS move:

5.6.1. Pre-departure assistance, destination area information, and preparation shall be provided by the losing command before a PCS move, with emphasis on pre-departure preparations and counseling by trained counselors. Relocation counseling shall include such areas as:

5.6.1.1. Transfer circumstances and needs.

5.6.1.2. Sponsor at the new location.

5.6.1.3. Moving costs and entitlements.

5.6.1.4. Housing.

5.6.1.5. Child care.

5.6.1.6. Local medical- and school-related information, including medically-related services.

5.6.1.7. Spouse employment assistance, cultural and community orientation, relocation stress management, and other such services that may aid in the successful relocation of DoD personnel and their families.

5.6.2. Post-arrival settling-in services shall be provided by the gaining command; e.g., sponsorship program; Government and private housing and homefinding services; child care; medical and medically-related services; and spouse employment, education, and volunteer opportunities.

5.6.3. Counseling services shall be provided such as financial counseling; home buying and selling; renting; stress management (aimed at the prevention and intervention of domestic violence); property management; and shipment and storage of household goods (including motor vehicles and pets). Information on the Exceptional Family Member Program shall be an integral part of the relocation assistance program and exercised by both the losing and gaining commands, as appropriate.

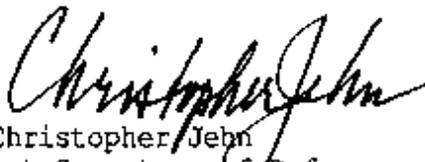
5.6.4. All personnel requesting housing-related relocation services shall be directed to the installation housing office at both the losing and gaining commands to ensure that full housing services are made available to relocated Service members to include provisions for the Exceptional Family Member Program.

## 6. INFORMATION REQUIREMENTS

The annual reporting requirement in paragraph 5.1.4., above, has been assigned Report Control Symbol DD-FM&P(A)1836.

## 7. EFFECTIVE DATE AND IMPLEMENTATION

This Instruction is effective immediately. The Military Departments shall forward one copy of implementing documents to the Assistant Secretary of Defense (Force Management and Personnel) within 120 days.

  
Christopher Jehn  
Assistant Secretary of Defense  
(Force Management and Personnel)