

## Army Community Service – Frequently Asked Questions

### *Relocation Readiness*

**Q. Is the lending closet only for Service Members and their families?**

A. No, the lending closet is open to all personnel who are ID cardholders and are in or out-processing and can provide a copy of their PCS orders.

**Q. Can ACS provide services to any Service Member of any military branch?**

A. Yes. USAG Stuttgart is a purple community and ACS can provide services to all military Service Members.

**Q. Can children attend the Host Nation Orientation?**

A. Only children 13 years and older are allowed to attend HNO.

### *Army Emergency Relief*

**Q. Can AER provide assistance for initial rent and deposit during PCS move?**

A. Yes, AER can assist qualified individuals with initial rent and deposit upon arriving to their new duty station.

### *Financial Readiness Program*

**Q. Does the financial readiness program provide information on the new retirement plan?**

A. Yes, the financial readiness program offers classes or one-on-one counseling on the military's blended retirement system which includes the Thrift Savings Plan (TSP) and the legacy pension program.

### *Sexual Harassment and Assault Program*

**Q. Who is eligible for SHARP services?**

A. The SHARP office provides services for adults who have experienced a sexual crime by a person other than a spouse, domestic partner or individual with whom the affected person shares a child. Military personnel and adults who are 18 years and older are eligible for a full range of SHARP services. Other services and referral are available for DoD civilians, contractors and local nationals.

### *Family Advocacy Program*

**Q. Who is allowed to use NPSP services?**

Answer: Any US ID cardholder with access to the base is allowed to use our services.

**Q. Do I need to in-process EFMP if I am not a Soldier?**

A. If you have an Exceptional Family Member (someone enrolled into EFMP) in your household, you must in-process through ACS EFMP, no matter branch of service.

**Q. Can EFMP help my child who is receiving special education services?**

A. If you are looking for resources, family support programs or special education guidance/support that includes assistance with IEP's and 504 plans, the USAG Stuttgart Systems Navigator is here to help.

***Employment Readiness Program***

**Q. Is there a service to assist spouses and family members to find employment while stationed in Stuttgart?**

A. Yes. ERP can assist military spouses as well as civilian spouses to update their resumes, navigate USAJOBS and be added to an email distribution roster when employment opportunities are announced.

**Q. How can we contact members of the ACS team?**

A. Please feel free to give us a call at DSN: 596-3362 or CIV: 09641-70-596-3362. You may also send us an email at [usarmy.stuttgart.id-europe.mbx.acs@mail.mil](mailto:usarmy.stuttgart.id-europe.mbx.acs@mail.mil).