

## Family and MWR Child and Youth Services – Frequently Asked Questions

### **Q. What is your office location, hours and contact information?**

A. We are located on Patch Barracks, building 2347, CIV:+49 (0)9641-70-596-7480 or +49 (0)9641-70-596-7488 or DSN: (314)596-7480/7488

Email address: [usarmy.stuttgart.id-europe.mesg.parent-central-services-dl@army.mil](mailto:usarmy.stuttgart.id-europe.mesg.parent-central-services-dl@army.mil)

Office Hours: Monday, Tuesday, Wednesday, Friday from 8 a.m. – 5 p.m. and Thursdays 11 a.m. – 5 p.m.  
Please call to schedule your appointment!

### **Q. I am new to the area and I need childcare, what do I do?**

A. All requests for childcare must be done via [www.militarychildcare.com](http://www.militarychildcare.com). Families will need to create an account and do a request for care. Stuttgart CYS has Three CDC's that offer full day care, Four School Age Centers that offer Afterschool care, as well as Part Day programs offered in three of our School Age Centers.

### **Q. Where can I locate the forms needed to do a registration or enrollment with CYS?**

A. CYS has one Registration Form which is the Health Screening Tool, completion of this form may require additional medical documents. All forms can be found on our MWR website, or you can email our office and we can send you any of the forms needed.

<https://stuttgart.armymwr.com/programs/parent-central-services>.

### **Q: My child attended childcare at another installation, do I need to register him or her with CYS Stuttgart?**

A. Yes, however if your registration is current at your other Army Installation, you can ask them to export your household in CYMS and we will import your household here. We will update your registration to reflect the registration date at your old installation. If you are offered childcare we will need to do a new TFI as that information does not export.

### **Q. I registered my child last year how long will the registration last?**

A. All registrations for CYS are good for 1 year. Each year you are required to do a re-registration. If your child is in a CDC/FCC/SAC program- each year you will also have to provide updated financial information or proof of employment for both sponsor and spouse.

### **Q. I am on the wait list for childcare when will I get a spot?**

A. Child care is offered contingent upon available spaces within each program and where you are on the wait list. Based on the information you provide to create your household, MCC uses the information to assign a DoD priority. Your DoD Priority along with the request for care date is used to determine sequence on the wait list.

### **Q. I am on all of the wait lists, but was not offered childcare at a preferred location, what should I do?**

A. If you need childcare you can take the space you were offered, and remain on the wait list for your preferred location.

### **Q. Can I register my child(ren) for Sports without a Sports Physical?**

A. Yes, however, the Sports Physical will be due before the first practice or team event.

**Q. What if I do not want to provide my income information because I am in highest fee category?**

A. Each family, regardless of income Category, must provide income documentation. Families are not permitted to automatically elect to enroll in the highest fee Category. Failure to provide the required information will delay the processing and approval of childcare services as well as will result in denial of childcare. OSD requires a summary of TFI information be reported on the Annual Fee Review Report

**Q. I am not married but reside with my child's other parent do I need to provide their income at registration and re-registration?**

A. Yes, proof of income is required from all adults in the same household who financially contribute to the welfare of the child.

**Q. I need to out process the installation, what do I need to do?**

A. You can email us your out-processing form we will sign it and return it to you. If you prefer to come into the office appointments are not required for outprocessing.

**Q. What is the webtrac link to make payments, register for SKIES and/or Sports?**

A. <https://webtrac.mwr.army.mil/webtrac103/Stuttgartcym.html>

**Q. Are Family Care Plans a requirement?**

A. Yes, a Family Care Plan DA Form 5305 or service equivalent is required for all dual and single military parents registered in a care program. Family Care Plans are required to be updated annually. New Families enrolling into CYS programs are given 30 days to provide CYS with a Family Care Plan.

**Q. My child is currently enrolled in a CYS program, how do I renew my registration?**

A. All registration forms are found on the following web page <https://stuttgart.armymwr.com/programs/parent-central-services>. Once on the web page click on the Registration and Forms link. All registration forms can be completed online and emailed to our office org box at [usarmy.stuttgart.id-europe.mesg.parent-central-services-dl@army.mil](mailto:usarmy.stuttgart.id-europe.mesg.parent-central-services-dl@army.mil) once we receive documents we will contact you within 2 business days via email for an appointment to complete the process or inform you if additional documents are needed.