

Fort Irwin FAQs of June 2016

General Questions - Commissary

Commissary

***NEW** Can the commissary open earlier and stay open longer, especially on the weekends? The reason why you may be accustomed to different hours at other installations is because all Commissaries are capped at a set number of hours per week (we actually even fudge this with 10% more than we are authorized because of the lack of alternatives in the local area.) We also do not ever close for a stocking day like most installations do - because the community needs our commissary to be open 7 days per week. There has been extensive historical research on this and the hours that the Fort Irwin Commissary is currently open includes the best times for the community as a whole.

***NEW** Can we restricting garrison facilities to permanent party only? We exist at Fort Irwin to train our Army's BCTs. Every Soldier in our Army has the right and privilege to avail themselves of the services and facilities provided by the Army. When you visit a post to which you are not assigned, you are not denied access to the PX, the commissary, or the gyms. Neither will the RTU when they are here. Please see [NTC Policy #11](#). The rotational unit is specifically defined as the unit that is here to train in the Box. That does not include units here for PDSS, LTP or assigned as augmented Soldiers. The issue is that there are many people here who cannot tell the difference...they just see a patch, not like the ones assigned here at Fort Irwin and leap to the conclusion that any patch not like ours belongs to the RTU. My staff at Sam Adams does ask if the Soldiers with a different patch are part of the training unit, or here visiting as part of LTP, PDSS or otherwise. That said, some have raised a good point about the conduct of Soldiers in public places.

Directorate of Human Resources (DHR)

DHR - Education Center:

What schools are available on Post?

Park University; Barstow Community College; University of Maryland University College; Kaplan University; Trident University International (starting January 2016).

Is there a nursing/medical program on Fort Irwin?

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Short Answer: No; Long Answer: No, the closest Nursing Program is at Victorville College in Victorville, CA. The waiting list is approximately 2 1/2 years to get into it.

What GI Bill do I have?

We cannot tell which GI Bill you have. The best thing is to call 1-888-GIBILL1 or go to the website www.gibill.va.gov they would be able to tell exactly which GI Bill you have.

Where is the Fort Irwin's location of Barstow Community College?

They are located in Building 285 right across the street from the MP station on Barstow Road.

How do I start school?

First of all you would need to contact the education center and speak with a counselor. The counselor will help to determine what you are looking to do and assist you in finding a school, help with identifying funding school, any testing that may be applicable to going to school. The counselor would assist in setting up Go Army Ed; tracking system for Tuition Assistance and classes taken towards degree.

What type of testing is done at the Education Center?

We do language testing OPI, DLPT, DLAB, GT Predictor, AFCT for Soldiers only 4187 required and signed by commander. ACT, SAT and proctored exams. CLEP is done by Barstow Community College. Contact Barstow community College directly for schedule and dates of CLEP testing 760-380-3905

What types of programs are available for spouses?

Best answer is for you to see a counselor in order to determine the best program for you.

Do we do the GED at Fort Irwin?

No but we can direct them where to go to apply for the GED.

Are ESL classes offered by the Education Center?

No. These are offered by Barstow Community College on post. Contact them direct for information regarding upcoming ESL classes being offered 760-380-3905

DHR - Military Personnel Division

Do 11th ACR Soldiers out-process through Bldg 108?

No, ALL 11th ACR Soldiers go through their Regimental S1 located in Bldg 184

Do I sign into the installation at Bldg 108?

No, ALL Soldiers must sign in to post Bldg 109 and bring a copy of Orders and Leave form .

I belong to 1916th SPT BN, can I come to update my Records in Bldg 108?

Currently ALL Soldiers that belong to 1916th will go to the BN S-1 for all Record/DD93/SGLI Updates.

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Do you make appointments to update my ERB/ORB?

Yes, our appointment line is 760-380-8901

My current assignment duty position is incorrect on my ERB/ORB can I update it with the Records Section?

No, current assignment duty positions are updated through your S1. They will need to slot you in the correct duty position.

I just got married or divorced, I need to update my ERB/ORB with my new marital status, change my name, and add or remove my spouse or family member to my records. How do I do this?

1. First, if you are changing your name you will need to have a DA 4187 completed and approved by your Commander. Then you will need to go to DEERS over to BLDG 108 Records Section to update your new name on your ERB/ORB and SGLI/DD93.
2. MARITAL STATUS: If your marital status has changed, take your divorce decree or marriage certificate to DEERS BLDG 106 and have your marital status changed through DEERS first. You will then go over to BLDG 108 Records Section to update your ERB/ORB and SGLI/DD93 to reflect your new marital status.
3. ADDING/REMOVING FAMILY MEMBERS: If adding a dependent, take your dependent's birth certificate, SSN and another form of ID to DEERS BLDG 106 to have them enrolled. You will then go over to BLDG 108 and have your ERB/ORB and SGLI/DD93 updated to reflect the correct number of dependents. If removing spouse or step child, take your divorce decree to BLDG 106 DEERS Section and the DEERS section will remove spouse and step children from DEERS. You will then go over to BLDG 108 and have your ERB/ORB and SGLI/DD93 updated to reflect the correct number of dependents.

Where can I get a DA photo?

DA photo is located in Bldg 488, their phone number is 760-380-3781 or 760-380-7329.
DHR - DEERS

How can a SM add their parents, brother, sister or ward to become their dependents in DEERS?

You will need to pick up the dependency packet located in Bldg 106 DEERS office.

What is the Office hours or what time we open and closed?

DEERS hours of operation: Mon, Tues, Wed, Fri 0800-1600; Thur 1300-1600.

What is the phone number for Tricare?

Tricare West Region: 1-877-988-9378; Tricare South Region: 1-800-444-5445; Tricare North Region: 1-877-874-2273.

What is the phone number to MCLB DEERS Section?

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The MCLB DEERS phone number is: 760-577-6371 or 760-577-6969.

Directorate of Emergency Services (DES)

DES – General

Where can I go for Military Police Support and assistance for Special Events to include Traffic Control, K9 Sweeps, or Road Blocking?

See the Military Police Operations at Bldg 334.

DES - Police Administration

How can I get a copy of my police report/case?

To get a copy of your case, go to Bldg 105 and make a request through the Freedom of Information Act (FOIA) office.

What services does the Military Police Station offer in addition to emergency reporting and response?

1. Register weapons
2. Verify vehicle VINs
3. Register to use the Lemon Lot; 4. Inquire about lost pets (pets will be at the Vet Clinic).

How can I get a protective/restraining order?

There are two methods:

1. You can contact Chain of Command and request a Military Protective Order (MPO) be put in place.
2. You can obtain one through the San Bernardino Courts, which the Fort Irwin Military Police Department can assist with serving. All MPOs and protective orders need to be filed at the Military Police Station in order to enforce them.

Can a Military Police Officer assist me with a civil matter?

Although the Fort Irwin Military Police are not a part of the court system, we are willing to assist in civil matters as witnesses to ensure they are handled without any issues. In civil matters that are court mandated, the proper paperwork must be presented in order for the Fort Irwin Military Police to assist.

I received a DA 1408. Who can I talk to concerning it?

The Military Police Station front desk at Bldg 326.

How can I get a court document served?

Go to the Military Police Station front desk at Bldg 326.

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How can I request a hearing for revocation of installation driving privileges or civilian installation barment?

Follow the procedures:

1. Submit a letter addressed to the Garrison Commander through the Directorate of Emergency Services.
2. The letter needs to address the reason for the initial REVOCATION OF DRIVING PRIVILEGES or CIVILIAN INSTALLATION BARMENT and the reason for the request for modification or termination of the REVOCATION or CIVILIAN INSTALLATION BARMENT.
3. An endorsement by a Supervisor (if employed at the installation) is recommended, however not required for CIVILIAN INSTALLATION BARMENTS / DRIVING REVOCATIONS. Military requires endorsement of Chain of Command.
4. MILITARY/CIVILIAN for REVOCATION OF DRIVING PRIVILEGES - Provide copy of CURRENT Driver's License, CURRENT Insurance Card, Completion of a Civilian Driver's Safety Class either off Post or on-line, and for Military completion of the Defensive Driver's Training Course.
5. Once the letter is received through the DES office, the request along with DES' recommendation will be sent forward to the Garrison Commander for final approval.
6. Once the Garrison Commander approves/disapproves the request, the subject will be notified immediately by certified mail by DES.
7. If approved, the subject's name will be automatically removed and cleared from the Database. "

How Can I obtain a record (FOIA)?

1. A FOIA REQUEST can be submitted via mail, common carrier or in person. The Records must be described in enough details so that it can be located with a reasonable amount of effort. Generally, a record is described when the description contains sufficient file-related information ie, (Name, Social Security number, Date of birth) and what the request is used for to permit the conduct of an organized random search. A FOIA request has to be requested through Installation FOIA Manager.
2. Initiate a search for, and gather only the information which has been requested. Return the documents to the Installation's FOIA office by the designated suspense date. Comments regarding release/non release must accompany the documents furnished.
3. The owner of a vehicle may request a copy of the Law Enforcement Report through the Installation's FOIA office when the vehicle was involved in a traffic accident even though the owner may not have been involved in the accident or listed on the Law Enforcement Report. A NTC Form 25, Freedom of Information Act (FOIA) Request form request is required to be submitted through the Installation FOIA office. The Privacy Act prohibits the release of personal information contained in a system of records to third parties. Therefore, all social security numbers, home addresses, home telephone

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numbers and witness statements will be deleted from the Law Enforcement Report. Witness statements must be requested under the Freedom of Information Act.

How can I obtain a background check?

A BACKGROUND CHECK request can be submitted via mail, common carrier or in person. An authorized release form has to be submitted with the background check request. The Records must be described in enough details so that it can be located with a reasonable amount of effort. Generally, a record is described when the description contains sufficient file-related information ie, (Name, Social Security number, Date of birth) and what the request is used for to permit the conduct of an organized random search. If subject is named in our database complete memorandum letter located in 01-Administration Background Check.

DES - Police Services Request

I know of an incident but am not the victim or the subject can I get a copy of the report?

No. Requests for release of reports in accordance with the Privacy Act Program are limited to the victim and/or the subject. The victim or subject may obtain copies of their sworn statement and the Law Enforcement Report by submitting a NTC Form 25, FOIA Request form via drop box physical office location, common carrier or email. The Privacy Act prohibits the release of personal information contained in a system of records to third parties. Therefore, all social security numbers, home addresses, home telephone numbers, and witness statements other than those of the requester will be deleted from the Law Enforcement Report. Witness statements must be requested under the Freedom of Information Act.

An involved individual's Commander: Request for report will be completed and information will be provided to the Commander via email attachment to the DA 4833, Commander's Action Report with all supporting documentation attached. The Commander may only be provided the Law Enforcement Report and any forms completed by the individual within his command.

DES - Physical Security

How do I get a pass approved for my Family Member or Visitor?

Visitor's Pass application is for family, friends, or acquaintances that are entering the installation and have a valid sponsor. Valid sponsor includes those who have a valid Military/DOD Civilian Common Access Card (CAC), Retiree or Dependent ID Card. Visitor Pass Application can be located at the following address and must have all fields completed prior to submission.

<http://www.irwin.army.mil/Pages/VisitorsTab/VisitPass.html> and select the Visitor Pass

Application Link:

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Visitor's pass applications MUST be emailed from a government email account to the following address or they will be returned without processing. Applications may also be hand delivered to the Visitors Center (Bldg 9) with valid sponsor identification. usarmy.irwin.imcom.list.visitor-info-center-mbx-owners@MAIL.MIL Visitors arriving to the installation should proceed to the VIC during hours of operation M-F 0630-1630 or proceed to the Main ACP after hours. All visitors MUST undergo a NCIC III background screening prior to being granted entry. This process can be time consuming so please plan accordingly.

***NEW Why is there a guard at the visitor center now?** There was an independent inspection conducted and we were informed that we must protect the NCIC information/database used for background checks. As such, we have had to inconvenience folks by asking them to wait outside because someone could walk around to the bathroom and see law enforcement sensitive information that they would not otherwise be entitled to. There is a job order in to glass the front counter there with tint along the flank, so that we can permit guests to wait in the waiting room but that will take time to complete. The security guard is merely a precaution recommended so that our work staff can remain safe there while the facility is open.

How can I sponsor a Contractor onto the installation?

Contractors arriving to the installation should proceed to the VIC during hours of operation M-F 0630-1630 or proceed to the Main ACP after hours. All Vendor/Service/Delivery MUST undergo a NCIC III background screening prior to being granted entry. This process can be time consuming so please plan accordingly. Contractors must submit employees names through their COR/Government Representative for processing. Sub-Contractors will submit employee's names via the Prime Contractor. Contractor Officer Representatives (COR)/Government Representative use this site to obtain access memorandum example: <http://www.irwin.army.mil/Pages/VisitorsTab/VisitPass.html> and select the Example Contractor Memo Link COR/Government Representative (only) will complete all highlighted areas on the memorandum and submit to: usarmy.irwin.imcom.list.visitor-info-center-mbx-owners@mail.mil.

How do I get a Vendor/Service/Delivery person on the installation?

1. Vendor/Service/Delivery arriving to the installation should proceed to the VIC during hours of operation M-F 0630-1630 or proceed to the Main ACP after hours. All Vendor/Service/Delivery MUST undergo a NCIC III background screening prior to being granted entry. This process can be time consuming so please plan accordingly. Vendor/Service/Delivery personnel WILL require a Visitor Vendor Pass application. Vendor/Service/Delivery Pass Application can be located at the following address and must have all fields completed prior to submission <http://www.irwin.army.mil/Pages/VisitorsTab/VisitPass.html> then select the Visitor Pass Application Link.
2. Vendor/Service/Delivery personnel requiring more than 24 Hours access or frequent access WILL require a memorandum from the COR. Contractor Officer Representatives ""COR's""/Government Representative use this site to obtain

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access memorandum example:

<http://www.irwin.army.mil/Pages/VisitorsTab/VisitPass.html> and select the Example Contractor Memo Link.

3. Vendor/Service/Delivery personnel who enter the installation for more than 24 Hours or on a frequent basis will be issued a Fort Irwin Access Badge. Vendor/Service/Delivery personnel need only present a valid Fort Irwin Access Badge and current Government Bill of Lading/Delivery Order/Purchase Order for subsequent entries at the Main ACP. The Visitor/Vendor Pass application or COR Memorandum will be completed by the COR/Government Representative and submitted via Government email to: usarmy.irwin.imcom.list.visitor-info-center-mbx-owners@mail.mil.

I have heard that I can get help learning how to put my Child Car Seat in properly. How do I coordinate it?

The Directorate of Emergency Services has certified Car Seat Technicians and installs are completed on Wednesdays by coordinating with the Physical Security/ Crime Prevention section at 760-380-1911.

Is it possible to get a Child ID completed on the installation? The Directorate of Emergency Services provides Safe Assured ID's during many community events and during monthly enrollments at various community centers on the installation. To find out information about the time and location for the next event call the Physical Security/ Crime Prevention section at 760-380-1911.

Equal Employment Opportunity Office:

What is Equal Employment Opportunity?

Equal Employment Opportunity is fair treatment in employment, promotion, training, and other personnel actions without regard to race, color, religion, sex, age, national origin, and physical or mental disability. To make sure that all Federal employees and applicants for employment with the Federal Government are provided this opportunity, certain laws and regulations were issued containing the legal basis for EEO programs in Federal agencies. One of the main misconceptions of EEO is that EEO is only for selected groups. EEO is for EVERYONE: it's the LAW!

What is an EEO Complaint?

An EEO Complaint is an allegation of discrimination because of race, color, religion, national origin, sex (including sexual harassment), age, and physical or mental handicap. Employees may also allege discrimination on the basis of sexual orientation, status as a parent and genetic testing. The complaint may arise from a specific personnel action, such as employment, promotion, work assignment, selection for training, disciplinary action, or separation, or it may relate to prevailing conditions in an organization.

Who may file an EEO Complaint?

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An aggrieved applicant or any employee or group of employees may file a complaint of discrimination. The aggrieved individual has the right to be represented at all stages of the process.

How much time do I have to contact an EEO counselor?

Contact with a Counselor must be made within 45 calendar days of the date you became aware of the alleged discrimination.

How are EEO Complaints processed?

1. There are four primary phases in the EEO discrimination complaint process, informal counseling, formal complaint, hearing/appeal, and judicial process. The first phase, informal counseling, is with an agency EEO Counselor. During informal counseling the aggrieved employee and the agency have an opportunity to resolve the issues informally. The informal counseling phase is 30 calendar days, and at the end of that period, if the matter is not resolved the EEO Counselor will issue the aggrieved employee a notice to file a formal complaint.
2. These phases are hierarchical, meaning one phase must usually be exhausted before the next phase can be started. A complaint that does not follow this hierarchy will be remanded to an earlier phase. If specific time limits under EEOC regulations have been exceeded, your complaint may continue on to the next phase.

What do I do if I have a complaint?

1. If you feel that you have been discriminated against, as described above, first get all the facts on the matter to make sure there has been no misunderstanding. Feel free to speak with your supervisor, administrative officer or personnel representative.
2. If you are still dissatisfied and wish to utilize the EEO complaint system, you must bring the matter to the attention of an EEO Counselor within 45 calendar days of the occurrence of the alleged discriminatory act or effective date of the personnel action alleged to be discriminatory.

What constitutes a hostile work environment?

1. An Employer or Manager who verbally berates you about your Race, National Origin, Color, Age, Religion, Gender, or Physical or Mental Disability may be guilty of creating a hostile work environment. This especially true if you asked the individual to stop and the behavior continues.
2. A hostile work environment is created by a supervisor, manager or coworker whose action, communication, or behavior make doing your job impossible.
3. The behavior, action, or communication must be discriminatory in nature.
4. This means that the behavior altered the terms, conditions and/or reasonable expectations of a comfortable work environment for employees.

General Questions - Housing

Michaels Management Services

***NEW** When can we get the shade tarps replaced in the playgrounds throughout housing? The replacement of shades is on the list but not as high a priority as some other things at this time. In the meantime, you are welcome to try any park on this post. Regrettably, a number of the shades put up on some of these parks were not built years ago to withstand the gale force winds we have out here. We'll get to it, but there are higher priorities right now.

***NEW** Will there be another option for Internet other than frontier? No other business have expressed an interest and I cannot make them bring their business to the post. We need to work with what we have. Verizon provided very good service for the most part and the State's Attorney's office is aware of the problems with Frontier and is intervening on our and much of the High Desert's behalf now.

***NEW** Can the utility allocation be looked at, I'm consistently over? Yes. Just go see the Michaels Management staff at the Sandy Basin and request a utility assessment. They can determine if there is inoperable equipment, or flawed metering at your home. They can also advise you on things you may not be aware of that seem to be driving your usage up.

***NEW** When will we be charged for water usage? No one is being billed for water usage despite the fact that we were supposed to go live Nov 2015. The garrison leadership is still working with the Deputy Assistant Secretary of the Army on the methodology chosen, which fails to account for the size of the family. We are still under mock billing because of that failure to account for family size is wrong. We have extended mock billing for six months while leaders at the 3-star level and above debate the right way to do this correctly and fairly. Bear with us - we're fighting on your behalf.

General Questions – FMWR

Family Morale Welfare Recreation Directorate

***NEW** Can we get childcare at the gym? We simply do not have the staff to run it. We have an extremely high demand for childcare - higher than most posts because of the lack of off-post options and how many folks we have who need child care. The priority for child care by Army Regulation has always been for our Priority One and Priority Two customers - Single parent Soldiers and Dual Military or Military with working spouses. As such, until we can get more cleared employees, opening more rooms in CDC, bringing back the pre-school and toddler programs and restoring the hourly care options is the priority. As such, my answer to the childcare at the gyms remains No. We do have a great Momma and Kiddo workout club on post that I'd encourage you to consider.

General Questions – Exchange

Exchange

***NEW** Can we have the option to recycle on post under the California Redemption Value program? We are trying to work to get a CRV recycling center out here, but it's been tried before and failed. There just isn't enough revenue in it for a business to come out here (according to past attempts). California statute does not require municipalities to provide a means locally to get the CRV back if it is not cost effective. The post does get the revenue in recycling and that is all that is required by law. The revenues from all of the recycling on post go into the Qualified Recycling Program on post. In fact, a quarterly board is held to decide where to invest those revenues and part of the restoration being done at Bowling Alley is being funded with those recycling revenues. That said, if you personally want the revenue back, which I completely understand why you would....you are going to have to go into the closest one that is in Barstow. So far, multiple attempts in recent years to offer to those businesses to set up shop out here have been met with lack of interest and the government/the Army is not permitted to handle CRV returns for private customers. We can allow a vendor to set up office on post but on smaller posts like this one, with such long distances to do the turn in, most private companies just aren't interested.

Safety Office:

Where is the Garrison Safety Office and Classrooms located?

The Garrison Safety Office is located in Bldg 1206 off Normandy Dr. The Classrooms are located in Bldgs 1201 and 1202 off Normandy Dr.

How do I sign up for the Army Traffic Safety Training Program Classes (ie. Basic Riders Course II, Military Sport Bike Rider Course, and Remedial Driver Training)?

Students can sign up for the training at: https://imc.army.mil/airs/usg_disclaimer.aspx