

# Staying Informed

## AtHoc Notification System

Active-duty members can sign up themselves and their dependents for the AtHoc emergency notification system through their work desktop. Contact Command Post at 605-385-3800 for any questions or troubleshooting issues.

## Ellsworth Air Force Base Social Media

Follow the accounts below for base news, stories and major weather updates!



<https://www.facebook.com/28thBombWing/>



<https://twitter.com/28thbombwing>



<https://www.instagram.com/ellsworthafb/>

## Road Condition

Call the number below for the updated road condition.



605-385-7623 (ROAD)

## U.S. Air Force Connect Application

Available on the App Store and Google Play, install for access to CAC-enabled websites and hyperlinks to the Ellsworth AFB website. Mobile CAC readers can be purchased online.

## Ellsworth Happenings Application

Available on the App Store and Google Play, install for 28th Force Support Squadron event and facility information as well as listings of military discounts in the local area!

## Ellsworth Air Force Base Website (<https://www.ellsworth.af.mil/>)

Check out the website above for the base phone directory, news and newcomers information.

## 28th Force Support Squadron Website (<https://www.ellsworthfss.com>)

Check out the website above for 28th FSS event and facility information as well as listings of military discounts in the local area!

## Bomber Blast

This computer pop-up with event and closure information is accessible to all users on the base computer network. No sign-up is required for this tool.

## Unit-Specific Communication Tools

Each squadron may have specific social media groups to disseminate information. Contact the squadron directly for more information.

# Housing

## Finding Housing in the Ellsworth AFB Area

Although there are plenty of apartment complexes providing suitable housing for single members or small families, finding free-standing, single-family homes for rent in the Rapid City area is a challenge. You should begin researching housing options well before your arrival to Ellsworth to provide the most opportunities to find an option you are happy with. Buying a home is always an option, but BAH is not meant to cover home purchase costs and will require out of pocket expense. Because of all above, the demand for on-base housing is very high, and occupancy rates are consistently at near maximum capacity. This means base housing will, in most cases, not be option available to a member upon arrival to Ellsworth. The wait lists vary by category (JNCO/SNCO/E-9/CGO/FGO/SO), but typically have between a 3-12 month waiting period. There are exceptions to these wait times, and we encourage you to contact the Housing Office prior to your arrival to determine current status.

If you have a family, and do not secure housing in advance, we strongly recommend you make reservations at TLF (605-385-2844) for the 30-day maximum you are allowed. Although you will only be reimbursed for a few days of the 30, you will be drawing BAH the entire period. There are also hotels in the local area that will at times, lower their rates to match your BAH. The Housing Office can provide you with a list of hotels that have extended this offer at various times.

## Ellsworth Housing Office

The Housing Management Office (HMO) is ready to assist you with finding a new home. When you arrive at Ellsworth AFB, you must contact the HMO before entering into any lease or sales contract for housing. Contact the HMO as soon as you know you are moving. The government housing team will provide you with resources to help find suitable housing.

At Ellsworth AFB, on-base housing is privatized. Balfour Beatty Communities (BBC) owns the family housing, and conducts all phases of property management. BBC and the HMO are co-located in the same building, but are entirely different entities. BBC is a privately owned company, while the HMO is government. Please see the BBC contact info below to get information on the housing options available on the base, including amenities and other services offered by BBC to their residents.

## Applying for On-Base Privatized Housing

You must be verified by the HMO as an eligible tenant before you enter into a lease with BBC. Unless occupancy rates are below 95% (never has happened at Ellsworth), you must be married, or single drawing BAH w/dependent rate BAH based upon having primary custody of a dependent, to be eligible for BBC housing. Mil-Mil marriages and members arriving w/o accompanying family need to call the HMO for questions on their particular situation.

If you want to apply for BBC housing, you must complete both a BBC and military application. Submit your applications at least 30 days before signing out of your current assignment. Your military application will be given an effective date consistent with guidance in AFI 32-6001, and signifies the point at which your wait will begin (thereby determining your position on the waitlist). For members PCS'ing, the effective date will not be the date you submit your application; whether you submit your application 1 month or 6 months in advance will not impact your application effective date. Special rules apply for members returning from UDR's, or performing TDY enroute. We recommend you call the HMO to fully understand how your application effective date is determined. To receive credit for any time in PCS status, you must present to the HMO within 30 days of arrival to Ellsworth.

### **Contact the Housing Management Office:**

605-385-2570; UDL\_28CES\_CEIHH@us.af.mil; [www.housing.af.mil/Units/Ellsworth](http://www.housing.af.mil/Units/Ellsworth)

### **Contact Balfour Beatty Communities:**

605-923-9000; [ellsworthleasing@bbcgrp.com](mailto:ellsworthleasing@bbcgrp.com); [www.ellsworthafbhomes.com](http://www.ellsworthafbhomes.com)

# TMO/Moving

## **First Step**

Call the Transportation Service Provider (TSP) and update your delivery address, telephone number and email address.

## **View Shipment Status**

Log into your DPS account and click your shipment under "shipment management."

## **Deliver Your Property**

Contact your TSP to schedule your delivery

## **Inconvenience Claims**

Contact your TSP and see if you are eligible for an inconvenience claim if your property was delivered after the required delivery date (RDD). If property arrived in the local area by the RDD and it went into storage, you likely are not eligible. The claim can only be filed the day after the RDD expiration. Contact your TSP and see if it will cover out of pocket expenses incurred by member and their families as a result of not being able to use household goods due to late shipment. Be sure to keep your receipts!

## **Storage/Reweigh**

You can request a reweigh of your personal property and you are also authorized 90 days of storage in transit. If you don't have an address for delivery yet, the shipment will be put into storage. Storage after 90 days will be paid by you, the member.

## **Coming from Technical School**

Contact the Personal Property Office to arrange pickup from your Home of Record.

**Contact the Ellsworth AFB Personal Property Office:**

605-385-6597; [www.move.mil](http://www.move.mil)

# Family and Support Services

## Relocation Assistance

Right Start Newcomer's Orientation is required of members, Spouses encouraged to attend! The orientation highlights services on and off the installation and events in the community. Relocation services also include a loan locker with basic living items until baggage arrives.

## EFMP Family Support

EFMP Family Support provides connections with available resources, respite care, support groups, and referrals

## Key Spouse Program

This program is designed to enhance mission readiness and foster resilience and sense of community.

## Employment Assistance

Services include civilian/federal resume writing, interview workshops and resources for networking, self-employment, small business and entrepreneurial efforts,

## Volunteer Resources

Call for opportunities to acquire skills for personal/professional development, networking and earn recognition in the the Presidential Volunteer Service Program.

## Personal Financial Readiness

Sign up for seminars on budgeting, credit, home buying and investments.

## Deployment Readiness

Prepare your family for deployments with pre-deployment/reintegration briefings and support services.

## Relationship Assistance

Get assistance with relationship building/life skills, self-awareness, resiliency and crisis assistance.

## Transition Assistance Program

Spouses and active-duty members can learn information and skills for a successful transition from the military.

## Air Force Aid Society:

Request emergency financial assistance and participate in base community enhancement programs.

## Casualty Assistance/Survivor Benefits

Learn about benefits and entitlements information and get application assistance with the Department of Veterans Affairs and Social Security.

## Additional Programs/Services

Call for information about voting assistance, Air Force Families Forever, Wounded Warrior/Survivor Care and more.

## Contact the Airman and Family Readiness Center:

605-385-4663 (HOME); [www.ellsworthafrc.org](http://www.ellsworthafrc.org)

# Child and Youth Services

## **MilitaryChildcare.com**

Your key site to establish child care arrangements prior to your PCS move. This site is an Air Force wide site and it is established for parents to identify their need for child care for children from ages 6 weeks through 12 years. There is currently a waiting list for care at Ellsworth AFB, therefore, it is recommended that you register on MCC.com when you receive your PCS orders.

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

The CDC provides care for children ages 6 weeks-5 years. The Ellsworth CDC earned a stamp of quality and professionalism through their accreditation by the National Association for the Education of Young Children (NAEYC). The highly trained staff provide hands on nurturing care to the children and there is a focus on school readiness. The food program provides formula and food in accordance to the Child and Adult Care Food Program. The cost of child care is set by the DoD and it is based on total family income. Families are placed in one of nine fee categories based on total family income. There is a 10% multiple child discount. The Child Development Center is a place for military spouses to find employment. New employees go through an 18 month training program to build knowledge about child development. All employees participate in on-going annual training opportunities.

## **The Family Childcare (FCC) Program**

This program provides families with an alternate form of child care with flexible hours and small groups in a home setting. Family childcare providers undergo an extensive background check and complete required training before being granted a license to provide care in their homes located on the base. In addition to the initial training, licensed providers receive an additional 24 hours of annual training. The Family Childcare Program offers PCS care for inbound and outbound families. Through a program funded by the Air Force, family members of deployed Air Force members are eligible for up to 16 hours of free care prior to the deployment, 16 hours of free care monthly during the deployment per 6-month period, and 16 hours of returning home care.

## **Youth Programs and School Age Care**

This program offers daily activities to support development in the arts, sports, and education and life skills and career development. We also offer a variety of additional activities to include piano lessons, Tae Kwon Do, fall and spring soccer, baseball, basketball, flag football, and cheer. Programs are offered for school age youth through the age of 17. The School Age Care Program offers before and/or after school care and full day care for youth ages 5-12 (non-school days, winter, spring, and summer break) from 6:15am-5:30pm.

## **The Civilian School Liaison**

The liaison advocates for the educational needs of military children by providing military and their families with up-to-date information, referral, and resources regarding local public school districts and other education options (e.g., home schooling, private schools, virtual or online schools).

### **Contact the Child Development Center:**

605-385-2488

### **Contact the Family Childcare Program:**

605-385-4270

### **Contact the Youth Center:**

605-385-2277

### **Contact the School Liaison:**

605-385-5385

# Air Force Inns/Lodging

## Room Rates

\$70.00 for Visiting Quarters (VQ)  
\$77.00 for Temporary Lodging Facilities (TLF)  
\$79.00 for Distinguished Visitor (DV) Suites  
\$83.00 for General Office (GO) Quarters  
\$87.00 for Pet-friendly TLFs

## Pine Tree Inn (across from the Bellamy Fitness Center)

35 VQs, 2 DV Suites and 2 GO Quarters  
Free coffee and hot chocolate  
Business Center  
Laundry Room  
Conference Room  
One Queen Size bed and twin-size pull-out couch per room  
Mini-fridge  
Microwave

## Aspen Inn (across from the Shopette)

28 Temporary Lodging Facilities  
Laundry Facilities  
Vending Machines  
One Queen Size bed and full-size pull-out couch per room  
Full kitchen with pots, pans and utensils  
Pet kennels and food/water bowls in pet-friendly rooms

## Seasonal Considerations

Finding affordable lodging during this peak season can be difficult, so we recommend you make your reservation as soon as you are notified of your assignment to ensure your room is available for you when you arrive.

## Official Travel Guests

If you're traveling on orders (TDY or PCS), you can make a reservation as far out as you like. You do not need orders to make the reservation, just present them when you arrive.

## Non-Availability

If you are on orders and we are unable to provide accommodations for your stay, you will be offered a non-availability memorandum. Please note that non-availability memorandums cannot be back-dated.

## Space-Available Guests

In order to provide accommodations for short-notice official travelers, Space-Available rooms cannot be reserved until 1 month prior to the first day of the reservation.

## Contact Lodging:

605-385-2844; [af.dodlodging.net/property/Ellsworth-AFB](http://af.dodlodging.net/property/Ellsworth-AFB)

# Finance

## Location and Hours of Operation

Visit the 28th Comptroller Squadron in the Rushmore Center. Hours of operation are Monday through Friday, 0800-1500. The office is closed every third Wednesday for training.

## In-processing

In-processing is available at 0900 on Monday, Tuesday or Thursday.

## PCS Entitlements

Travel Day Per Diem:

- a. 149/day for military member
- b. \$111.75/day for dependents age 12 and up (75% of member's rate)
- c. 74.5/day for dependents younger than 12 (50% of member's rate)

Travel days are calculated by dividing total mileage by 350. If actual travel is less than allowed travel, the actual travel days are used to calculate per diem. (i.e. Ellsworth to Travis AFB is 1058 miles.  $1058/350=3.023$  or 3 allowed travel days)

Mileage is paid at \$0.20/mile for up to two POVs

Receipts are only required for airfare and any other expenses over \$75. (Excluding food/lodging)

Temporary Lodging Expense (TLE)

- a. Based on locality per diem rates, number and age of dependents, and actual lodging expense.
- b. CONUS – CONUS PCS: Up to 10 days total can be used between old and new duty station  
OCONUS – CONUS PCS: Up to 5 days can be used at the CONUS duty station

Temporary Lodging Allowance (TLA)

- a. Must be complete by your OCONUS duty station

Vehicle Delivery/Pick-up

- a. Authorized one way ticket and TDY mileage if not picked up en route from OCONUS

Dislocation Allowance:

- a. DLA advance maybe given 10 days prior to departure
- b. Mil-Mil with dependents only one can claim dependents

## Contact the 28th Comptroller Squadron:

605-385-1490; 28.cpts.questions@us.af.mil; [www.defensetravel.dod.mil/index.cfm](http://www.defensetravel.dod.mil/index.cfm)

# Medical

## First Step

Contact Health Net Federal Services at 1-844-866-9378 once you arrive within the local area to have a Primary Care Manager assigned.

Schedule an appointment by calling 605-385-6700.

## TRICARE-approved Urgent Care locations

Regional Urgent Care (1303 N Lacrosse St, Rapid City, SD 57701)

Hours: Mon-Sun 0700-1900

Phone: 605-755-2273

Black Hills Urgent Care LLC (1730 Haines Ave Rapid City, SD 57701 and 741 Mountain View Rd, Rapid City, SD 57702)

Hours: Mon-Fri 0700-1900, Sat-Sun 0800-1800

Phone: 605-791-7788

Hours: Mon-Fri 0700-1900, Sat-Sun 0800-1800

Phone: 605-791-7777

A referral is required for active-duty members to be seen at an urgent care clinic, however family members can be seen without a referral.

## Services offered at the 28th Medical Group

Active-Duty Only

- a. Optometry
- b. Dental
- c. Mental Health/ADAPT

Active-Duty and Family

- a. Lab
- b. Radiology
- c. Pharmacy
- d. Pediatrics
- e. Family Health
- f. Immunizations
- g. Women's Health
- h. Family Advocacy

## Patient Advocate

Contact the Patient Advocate if to resolve concerns about the quality of your care, get the care you need, and ensure that your voice is heard.

### **Contact the 28th Medical Group:**

605-385-6700

### **Contact the 28th Medical Group Patient Advocate:**

605-385-3239

### **Contact the Nurse Advice Line:**

1-800-874-2273 (TRICARE)