

# UNITED STATES ARMY **CHILD & YOUTH SERVICES**

*Support for Army Families Found Here*



## CHILD & YOUTH SERVICES

For 40 years, during times of peace and war, Army Child and Youth Services (CYS) has provided child and youth programs to our Nation's Soldiers and their Families. Our Nation requires significant sacrifice from our Soldiers and their Families, and each and every day CYS remains committed to providing Soldiers and Families the support they deserve.

Army CYS is part of the Department of Defense Child Development Program, which is the largest employer sponsored child care program in the world. Army CYS serves over 200,000 children and employs over 11,000 staff members at installations worldwide. The breadth and diversity of the people we serve and the programs we provide require strong adherence to our workforce, a firm management foundation, and a well trained professional direction. The following four pillars provide the foundation for CYS mission, management, and development of a skilled, dedicated workforce.

- Achieve and sustain **QUALITY** by pursuing nationally recognized benchmarks and performance standards
- Sustain **AVAILABILITY** through on and off post child care options and supervised programs for youth
- Maintain **AFFORDABILITY** for both Soldiers and the Army
- Ensure **ACCOUNTABILITY** is achieved by requiring measurable outputs and outcomes

Thirty-five years of research indicates that Family well-being impacts Army outcomes, including individual and unit readiness, morale, and career intentions. CYS will continue to provide safe and constructive child and youth programs, develop a workforce that is well-trained and highly proficient, strengthen and sustain the infrastructure used to support CYS programs, and achieve operational efficiencies through streamlined business practices.

**CYS: Support for Army Families Found Here.**

# WHO WE ARE AS AN ORGANIZATION

## **Our Mission:**

CYS integrates and delivers base support to reduce the conflict between parental responsibilities and unit mission requirements and enables readiness for a globally responsive Army.

## **Our Vision:**

A Driving Force for excellence in school support, youth programs, and child care for the Army, Department of Defense, and the Nation.

## **Our Commitments:**

We are committed to providing responsive and relevant child and youth programs IAW established standards to accomplish the mission of all assigned installations.

We are committed to providing appropriate programs and services at the right time and place for our Soldiers and their Families.

We are committed to getting the most out of every Army dollar.

## **Our Tagline:**

**"Support for Army Families Found Here"** is about us and the work we do.

## **"An Army Readiness Enabler"**

describes our purpose and who we support.

## **Our Workforce:**

CYS professionals are among the best in the world. We treat them as such by emphasizing engaged and caring leadership, fair and appropriate recognition, professional development, accountability, and empowerment. CYS professionals make a meaningful difference in the lives of those we support.

## **Our Role:**

CYS delivers responsive and relevant child and youth programs and school support. Operational support flows from IMCOM CYS and the IMCOM Directorates (IDs) to the garrisons. It is at the garrisons where tactical support occurs through child and youth options that contribute to military readiness and retention, workforce productivity, and financial stability. Garrisons provide data and feedback to IMCOM CYS and the IDs, creating a cycle of continuous improvement and building the effectiveness of services over time.

## **Our Posture:**

CYS is an agile organization that has sustained effective child and youth programs for 40 years.

IAW Total Army Strong, CYS adjusts to manning and funding levels through normal, prudent, business decisions.

As the world, nation, and Army change, so will CYS.

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## Core Programs and Services



### **Parent Central Services:**

Central Enrollment, Registrations, Wait list/MCC, Parent Participation, and Deployment Support

### **Community Based Programs:**

Child care in private sector programs when care is not available on post

### **Child Development Centers:**

Full, Part Time, and Part Day Care; Hourly, Respite, and Extended Hours

**Family Child Care:** Shift Care, Full, Part Time, Hourly, Respite, and Extended Hours

**School-Age Programs:** Before/After School Programs, Summer Camps, and Weekend Activities

### **Middle School/Teen Programs:**

After School Programs, Camps, Resiliency Training, Evening and Weekend Activities

### **Sports and Fitness Programs:**

Team and Individual Sports, Fitness Classes, Functional Fitness, and Skill Development

### **School Support Services:**

Transition Support and Advocacy, Sponsorship, and Homeschool Support

\*Children/Youth with special needs included in all options

## Deployment Support

- Respite Child Care
- Kids On Site Child Care
- Discounted Fees
- Tutoring & Homework Support for children

## Program Delivery On and Off Post

**Army Fee Assistance:** Referral to full and part time child care in private sector programs when care is not available on post.

**Army Youth Programs In Your Neighborhood:** Supports after school programs through off-post partnerships with schools and community youth organizations.

## Eligibility

Eligibility criteria for CYS programs is contingent on the status of the child's sponsor and is verified during the registration process with a DoD ID Card.

### Eligible patrons include:

- Combat-related wounded warriors assigned to a Warrior Transition Unit
- Child Development Program direct care staff
- Active Duty single and dual military couples
- Active Duty with working spouses
- Single and dual couple Department of Army (DA) Civilians
- DA Civilians with working spouses
- Surviving spouses of Soldiers deceased from combat-related injury
- Active Duty and DA Civilians with spouses seeking employment
- Active Duty and DA Civilians with student spouses
- Eligible employees of DoD contractors on a space available basis
- Those acting in lieu of parents for the dependent child of an otherwise eligible patron



# Parent and Outreach Services

## Gateway to CYS



### Registration

Your installation may have a Parent Central Services Office, which is a one stop shop for access to all programs and the place where you will find the instructions and forms to register your child for CYS programs. If your installation does not have a Parent Central Services Office, you may visit your installation Child Development Center, School Age Center, or Youth Center to register your child.

Visit your installation's MWR website to access MWR Online Services (WebTrac) to search for, enroll, and pay for programs. Parent Central Services helps Families get started by assigning the initial username and password. When Families sign in for the first time, they will be asked to personalize their account. Families will then have access to all of their online services, which include bill payment, tax forms, receipts, class sign-ups, and other conveniences.

Middle school and high school youth, or their parents, may pick up and fill out a Child and Youth Program Registration and Sponsor Consent Form at their local Youth Center or Parent Central Services. The parent then completes and signs the form and the youth returns the signed form to the Youth Center or Parent Central Services. If a special need is identified, a CYS Health Screening Tool will be sent to the parent to complete and return to Parent Central Services, or Youth Center.

Youth may attend Youth Center Programs (no field trips or special events until registration is finalized) as a guest member immediately upon receipt of the completed and signed form.

Once registration is validated and, if required, the Health Screening Tool is completed and returned, an annual pass will be issued to the youth by Parent Central Services.



**52% of Active  
Duty Soldiers  
are married,  
43% have children.**

**DMDC:  
AD/Family as of Jan 18**



## Applying for Care

Families can go to [www.militarychildcare.com](http://www.militarychildcare.com) to start the request for care process or visit their local Parent Central Services Office to get started.

Because of the high demand for childcare, it is not unusual for Families to be placed on a waiting list. Waiting lists are established when the spaces for a child's age group are filled and there are no additional spaces to offer. When a space becomes available, patrons are offered a viable space. A viable space is defined as any opening within the CYS delivery system to include Child Development Centers, Family Child Care Homes, or School Age Centers. When a space is offered, parents/guardians have 48 hours to accept or decline the space. If no space is available in a CYS program, a statement of non-availability may be issued for enrollment in an eligible program off-post with Army Fee Assistance paying a portion of the cost.

## Transferring Your Registration

Global Data Transfer (GDT) streamlines the relocation process for military and civilian Families. Standard data elements such as names, birthdays, and child health records follow Families to their new duty assignments and make the local CYS registration procedure shorter and simpler.

GDT is part of the CYS in-and-out processing protocol. When CYS learns that a Family is moving, the file is exported to the new location.



*Request Care:*  
[www.militarychildcare.com](http://www.militarychildcare.com)



## Child Care Fees

The Department of Defense (DoD) establishes DoD-wide child care fees based on each Family's Total Family Income (TFI). DOD has established nine (9) fee categories and a fee for each category. CYS is supported by appropriated funds and parent fees. Parents pay their fair share on a sliding scale as determined by their TFI.

Parent fees are determined during the registration process and annually thereafter. The following documents are used to validate TFI:

- Military Sponsor's current Leave and Earning Statement (LES)
- Civilian Sponsor's current LES
- Spouse/Partner's LES, W-2 Forms, and/or other income documentation
- Schedule C, IRS Return from previous year to demonstrate wages from self-employment
- Letter from employer if Spouse/Partner has not worked one full month. The letter must include rate of pay and anticipated average number of employment hours in order to calculate an annual pay estimate. A pay stub must be submitted following the first month of employment.

Payments for child care can be made at any CYS Child Development Center, School Age Center, or Parent Central Services Office.

## Deployment Support Services

Deployment Support Services helps Families cope with mission related child care needs before, during, and after deployments. Eligible parents receive 16 hours of respite care during specified periods of deployment cycles in accordance with current policy guidance. Eligible parents receive a 20 percent deployment reduction for regularly scheduled child care.

Parents can apply for Deployment Support Benefits by taking a copy of their deployment orders to the Parent Central Services Office, or their Child's program.

## Special Needs Care

Special Needs Care is available on a case-by-case basis. The Multidisciplinary Inclusion Action Team (MIAT) is a multidisciplinary group that explores installation child care and youth supervision options for children that have been diagnosed with life-threatening conditions, functional limitations, or behavioral/psychological conditions. The team determines child care and youth supervision placement and considers feasibility of program accommodations and availability of services to support child/youth needs. Parent participation is crucial to the success of the MIAT. Every effort is made to accommodate children/youth with special needs.

To ensure the safety and well-being of children with special needs, parents should alert their child's program or the Parent Central Services Office clerk to any special needs, health conditions, and/or medications or services the child may require while in care.



## Child Development Center (CDC)



The CDC program offers full day child care for children ages 6 weeks through 5 years. Also offered are part day preschool programs for children ages 4 - 5 years and hourly care for children ages 6 weeks through 5 years. Kindergarten children may also receive care before and after school in a School Age Care Center (SAC) based on garrison configuration.

All activities are developmental and recognize children's individual differences by providing an environment that encourages self-confidence and develops self-help and life skills, curiosity, creativity, and self-discipline. Concrete experiential learning activities encompass the following six domains: Social, Physical, Language/Literacy, Cognitive/Intellectual, Emotional, and Cultural. Daily lesson plans and schedules along with weekly lesson plans are posted. Meals, snacks and outdoor play are also important parts of the CDC program

CDC programs are Department of Defense Certified and nationally accredited through the National Association for the Education of Young Children, ensuring high standards and continuous quality improvement. CDC facilities and programs are also inspected on a regular basis by installation and headquarters personnel.



*Standardized, predictable, and quality child care environments support essential cognitive, linguistic, social, emotional, and motor skills development.*

## School Age Care (SAC)

Daily activities provide an outlet for children's energy, enthusiasm, and inquiry. Activities are fun and engaging, with an emphasis on developing real-world skills. Program choices promote life skills such as cooking and gardening as well as healthy food choices and physical activities in sports and fitness. SAC also provides daily access to technology labs and daily homework support is available.

Children in grades 1 – 6 and children attending a full day kindergarten program who are registered in CYS, but not enrolled in SAC, may attend SAC on an occasional basis. CYS registered children are eligible for four (4) free hours of open recreation/hourly care monthly in one hour increments. Up to 10 additional free hours of open recreation are available for participation in a 4-H club meeting or event. For occasional users, reservations are required in advance; same day or walk-ins may be accepted on a space available basis.

SAC programs are Department of Defense Certified and nationally accredited through the Council on Accreditation, ensuring high standards and continuous quality improvement. Facilities and programs are inspected on a regular basis by installation and headquarters personnel.



## Family Child Care



FCC is provided in on-post government leased housing by military Family members or civilians working as independent contractors on the installation, FCC homes provide flexible hours, a comfortable Family setting, and activities based on real life experiences in the home setting.

Most homes offer full-day, part-day, and hourly care. Extended/overnight care, evening, and weekend care may also be available in FCC homes. Services may include 24-hour and long-term care during mobilization and training exercises.



FCC providers receive the same training and support as CYS facility based staff and work to attain a National Association for Family Child Care (NAFCC) Accreditation. As a result, parents can expect the same quality of care in an Army FCC home as in an Army Child Development Center or School Age Center program. FCC homes are inspected on a regular basis by installation and headquarters personnel.

### Extended Child Care

CYS child care programs support patrons that require extended hour care due to approved mission-related requirements. Child Development Centers and Family Child Care homes support extended care to the extent possible. Families are not charged for the extended hours and patrons must provide written verification confirming the need for mission-related extended care.

## Community Based Army Fee Assistance (AFA)

AFA is the Army's contribution toward the total cost of child care for Army Families receiving care in accredited programs off-post. AFA allows eligible Families to pay fees comparable to those charged at the Installation.



The program assists eligible Army Families in locating, selecting, and paying a portion of the cost of off-post community child care when on-post child care is not available or the Family resides outside the installation catchment area, which is defined as more than 15 miles or 20 minutes from the installation. Parents enrolling in AFA are required to obtain a signed statement of non-availability from the installation Parent Central Services Office or installation CYS program.

The AFA program is available in CONUS and may include full-time, part-time, before and after school, respite care, as well as extended duty hours.

AFA is administered by Child Care Aware of America (CCAoA). Providers and parents must apply via the CCAoA website. Eligibility and program placement are determined based on the Army Fee Policy.

For more information on the Army Fee Assistance Program or to apply, visit: <http://usa.childcareaware.org/fee-assistancerespite/military-families/army/>

## Youth Centers



Youth Centers are available to middle school and teen youth, generally in grades 6 through 12. The program provides a variety of opportunities for youth to participate in activities in safe locations after school; weekends; fall, winter, spring, and summer vacations; and out-of-school periods. Specific hours of operation and services are based on community needs, program objectives, and available resources.

Youth Centers support healthy youth development, increase youth well-being, and facilitate a successful transition from childhood and adolescence into adulthood. The program provides social, cognitive, educational, physical, and recreational activities and services appropriate to the needs, interests, and abilities of eligible youth.

Youth Centers are inspected on a regular basis by installation and headquarters personnel.

Afterschool snacks, field trips, homework assistance, dances, tech labs, lock-ins, volunteer opportunities, and workforce training are all available at the Youth Center.



***Military Youth  
that are connected  
to other military  
youth show greater  
capability to adapt  
and cope during the  
deployment cycle.***





## School Support Services

### School Liaison Officers

School Liaison Officers work in partnership with local public school districts, private schools, and homeschool Families to enhance the educational experience for students. In order to do this, School Liaison Officers educate schools on military challenges, educate parents on local school policies, and leverage partnerships on behalf of command to develop a comprehensive array of resources positively impacting school quality and the experiences military youth have in those schools. They also provide direct services to parents in support of transition to include:

- Liaison between the parent and the school as needed to ensure compliance and solutions regarding the Interstate Compact on Educational Opportunity for Military Children. The Compact is state legislation and addresses the key issues encountered by military Families: eligibility, enrollment, placement, and graduation
- Assist with transition by connecting the Soldier and Family to their next duty station prior to PCS
- Facilitate two-way communication between the school and the parent as well as between the school and the installation leadership
- Provide detailed school information and information regarding local and state education policies
- Youth Sponsorship

To contact your local School Liaison Officer visit [www.ArmyMWR.com](http://www.ArmyMWR.com) and select your installation, select CYS, and then select School Support Services.



*Military children move 6 - 9 times before they graduate from high school — each move results in new academic requirements.*



## Youth Sponsorship

Military youth move about 6 - 9 times during their childhood. School transitions and making new friends can be challenging. The CYS Youth Sponsorship Program is intended to decrease the stress of moving and help connect youth with their new community and support programs. The program provides youth a peer sponsor who shares information about the new community prior to or upon arrival, links the youth to other youth and new friends, and gives youth a sense of belonging. The program is offered in CYS Youth Programs and/or local Schools.

To request a youth sponsor, a parent or the youth should contact the installation School Liaison Officer who will provide them with a Request for Sponsor Form. Once the request is returned, the School Liaison Officer will coordinate with the sponsorship advisor to obtain a sponsor.

## Ready and Resilient Teen Program

CYS offers the Ready Resilient (R2) Teen Program, which is adapted from the Soldier and Family Ready Resilient Program offered through the Army Resilience Directorate. School Liaison Officers are certified Master Resilience Trainers who train school and CYS staff members to utilize R2 skills in their interactions with youth. The R2 curriculum is offered in the Youth Centers

and includes experiential learning activities and teachable moments. Workshops are also utilized to assist in real-life applications and staff are trained to coach youth to use the skills.

## **Homeschool Support**

School Liaison Officers provide homeschool linkage and support to parents who choose to homeschool on or near the installation. School Liaison Officers can connect homeschool Families with local homeschool groups and provide them access to auxiliary services, when applicable. When determining if homeschooling is the best option a parent can work with School Liaison Officers to gather the needed information to make the best decision to meet their child's needs.

## **Parent Education**

School Liaison Officers are able to offer a variety of parent education workshops. Workshop topics are focused on helping parents understand the impacts of transition on children whether the transition is a PCS move, a deployment, or graduating high school and starting college. Other topics involve helping parents understand their rights under the Interstate Compact on Educational Opportunity for Military Children, as well as local and state education policies and procedures.



## Sports and Fitness



Fitness is a core component of CYS programs. Daily fitness opportunities and activities are provided to all children and youth. Selected CYS staff are certified to instruct children and youth in safe and effective fitness activities that are appropriate to a child's age.

### **Outreach**

Outreach programs encourage intramurals, skill building activities, motor skill development, fitness, and good nutrition. Outreach activities are facilitated by a CYS Sports and Fitness staff member and can include community health fairs, parent education, and special events.

### **Developmental Sports (Ages 3 - 4)**

Developmental sports are designed to teach children ages 3 - 4 years the basic motor skill patterns associated with various sports. The intent is to build confidence in children in a fun and safe environment. These programs focus on skill development without competition or fear of getting hurt, while allowing children to enjoy sports and foster continued sports participation throughout their development.

### **Team Sports (Ages 3 - 18)**

Team sports follow standards established by a nationally recognized youth sports organization or governing body. Examples of team sports include basketball, baseball, and soccer.

## Individual Sports (Ages 3 - 18)

Individual sports follow standards established by a nationally recognized youth sports organization or governing body. Examples of individual sports include golf, tennis, wrestling, and bowling

## Instructional Programs

Instructional programs vary on each installation and include a range of classes such as music, dance, martial arts, gymnastics, life skills, and SAT prep. The classes are intended to complement, expand, and support the academic, life skills, and athletic experiences children and youth have within CYS programs.



## Seeking Employment in CYS



CYS offers rewarding full-time, part-time, and flex career opportunities with paid holidays, retirement plans, and most importantly, the opportunity to serve our military Families. CYS positions include facility directors, child and youth program assistants, cooks, maintenance workers, administrators, and technology specialists.

To work or volunteer for CYS, visit the local garrison Human Resources Office for more information and to inquire about available opportunities or search for open positions online at [USAJOBS.com](https://www.usajobs.com). CYS supports staff career progression with standardized training programs, employee recognition programs and incentives, and the CYS Employee Assignment Tool (CEAT)

### **Facilitated Transfers Between Garrisons: CYS Employee Assignment Tool (CEAT)**

CEAT enables current NAF employees in Child and Youth Program Assistant (CYPA) positions to voluntarily request a noncompetitive transfer to another Army installation at the same grade/pay level. The transfer occurs without a break in service and allows the CYPA employee to continue their education, certifications, background checks, medical screenings, and other employment screenings.

The CEAT supports continued employment of CYS employees, with specific focus on military and civilian spouses who PCS or relocate with their sponsors.

The CEAT is available to all current CYPAs in all employment categories.



The CEAT is not an entitlement tool and relocation expenses are not authorized. Employees are eligible if they meet the following conditions:

- Voluntary request to transfer by registering in CEAT
- A performance evaluation of “Satisfactory” or higher
- No disciplinary/adverse actions within 12 months of initiating the transfer request. Employees with disciplinary/adverse actions that are under appeal are not eligible to request transfer through the CEAT until the appeal is resolved





# Volunteer Opportunities



Parent volunteers are a very important resource for CYS. Children and youth benefit immensely from the knowledge and skills that volunteers provide to our programs. CYS is looking for enthusiastic people who want to help out by sharing their talents and assisting and leading various activities such as reading to children, participating in field trips, making games, repairing toys, and sewing with or cooking with children. Parents who volunteer in their child's program may be eligible for fee discounts; ask your child's program director for more information.

Families can start volunteering by registering through Army Community Services (ACS) Go-Volunteer to find out where their talents can be best used within CYS.

## **Volunteer Coaching**

Even if a parent has never played or coached a sport before, he or she can still become a certified volunteer coach. CYS Volunteer Coaches encourage all children to explore the world of sports, learn the fundamentals of good sportsmanship, and have fun at the same time. Head coaches and assistant coaches can receive discounts.

Interested parents can contact the Installation CYS Sports and Fitness Program for more information and to apply for volunteer coaching.

## **Parent Advisory Board**

Parent Advisory Boards meet on a quarterly basis to facilitate communication among Families, CYS, and the Command. Local garrison issues are discussed and solutions offered to enhance patron satisfaction and program effectiveness while ensuring compliance with statutory and regulatory requirements.



Installation Management Command, G9

## **Child & Youth Services Headquarters**

2455 Reynolds Road, Building 2266

JBSA Sam Houston, TX 78234

Contact: CYS Chief, 210-466-1092