

COVID-19/Coronavirus
U.S. Army Human Resources Command
Frequently Asked Questions (FAQs)
18 March 2020

Situation

Based on the Secretary of Defense's recent 60-day Stop Movement directive, the Army has temporarily halted – through May 11 – most Permanent Change of Station travel for Soldiers, DA civilians and family members traveling to, from or through locations designated by the CDC as Travel Health Notice Level 3.

Current CDC Level 3 Travel Health Notice countries experiencing widespread, ongoing transmission of COVID-19 include: South Korea, Italy, Germany and other nations in Europe (*see complete list below*).

PCS Travel Guidance

Soldiers, Department of the Army Civilians (DACs), and their family members that have signed out of a CONUS installation enroute to a CONUS location will continue PCS movement.

Soldiers, DACs, and their family members that have signed out of a CONUS installation enroute to a foreign OCONUS location will not continue PCS movement without approved ETP from the Vice Chief of Staff, Army.

Soldiers, DACs, and their family members assigned to a Geographic Combatant Command that have signed out of the installation location will not continue PCS movement without approved ETP from the respective Geographic Combatant Command.

Soldiers, DACs, and their family members who have not signed out of the losing installation will stop movement subject to the approval of an ETP.

Soldiers enroute who would suffer hardship based on continued movement may request a deferment of assignment through their losing unit/Military Personnel Det. If approved, these soldiers will return to their losing unit.

Losing commands must contact Soldiers or DACs in transit to reinforce guidance to continue with travel arrangements.

Intra-post reassignments and transfers are authorized.

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Exceptions to Policy

The Under Secretary of the Army and the Vice Chief of Staff of the Army (VCSA) have been delegated approval authority for travel exceptions for all Department of the Army personnel and family members assigned to installations, facilities, and surrounding areas in the United States and its territories.

The Geographic Combatant Commanders have been delegated the authority (further delegated to Army Service Component Commands) for travel exceptions for Department of the Army personnel and family members assigned to the combatant command.

QUESTIONS AND ANSWERS

Q. Will PCS moves be canceled? What is the number of movements that will be delayed?

A. We have not canceled any permanent change of station (PCS) moves; however, we are implementing diversions to stateside locations for some Soldiers graduating from initial entry training with orders to overseas locations.

Our number-one priority is protecting the health and welfare of our greatest assets – our Soldiers, Families and Department of the Army civilians. We anticipate that more than 11,000 Soldiers and their Families scheduled for PCS March 11 through May 11 could be delayed. As conditions change, we will continuously assess personnel movements and readiness.

Q. Is the Army considering keeping people in billets longer or any other options to stagger PCS moves?

A. We realize the anxiety created with a permanent change of station move, especially for those Soldiers moving during the peak summer season. However, we are developing plans to adjust report dates, as needed, for Soldiers affected by travel restrictions.

Q: How are Soldiers on PCS orders affected by the Stop Movement directive?

A: Effective March 13, all Soldiers, DA civilians and family members traveling to, from or through locations designated by the CDC as Level 3 Travel Health Notice* countries or regions will stop movement through May 11. This includes all forms of official travel, including Permanent Change of Station, Temporary Duty and leave. (*See complete list below.)

Q: Are there any exceptions to the PCS Stop Movement directive?

A: Those who have already begun PCS travel may continue on to their final destinations. Personnel scheduled to return to CONUS will complete their moves and, upon arrival, isolate or quarantine themselves at an approved location. Exceptions may be granted if the

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PCS travel is determined to be mission-essential, necessary for humanitarian reasons, or warranted due to extreme hardship. Those with questions should contact their chain of command.

Q: I am already TDY and departed for CONUS-to-CONUS PCS, what should I do?

A: Those already traveling to their next duty stations should complete their moves.

Q: I am already enroute to/from an OCONUS PCS, what should I do?

A: Stay in your current location and contact your losing unit to coordinate an exception to policy from the OCONUS command to proceed with travel.

Q: What should Soldiers do who are planning HHG shipments?

A: Soldiers planning to ship household goods (including vehicles) to/from countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 who have not already contracted with TSP for a move or are already in transit will delay shipment until further notice. A General Officer or SES may approve HHG and POV shipments if deemed mission essential, necessary for humanitarian reasons, or otherwise warranted due to extreme hardship.

Q: What happens if personnel impacted by the Stop Movement have already shipped goods, terminated a lease or sold a home?

A: The Army will use all means available to assist personnel impacted by COVID-19. Depending on where they are in the transit process, individuals may be able to get household goods or personal vehicles returned by contacting their shipping office or vehicle processing center.

Approving officials may authorize Temporary Lodging Allowance (TLA) for those who no longer have a mortgage or lease agreement. Those needing TLA should contact their chain of command for assistance.

If a Soldier has already shipped HHG/POV and no longer has a mortgage or lease agreement; OCONUS Temporary Lodging Allowance (TLA) approving officials may authorize TLA for Soldiers delayed in countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 according to existing local TLA policies.

Q: Am I authorized Temporary Lodging Expense?

A: Temporary Lodging Expense (TLE) allowances are in accordance with the Joint Travel Regulation. Soldiers are authorized 5 days of TLE during PCS travel from CONUS to OCONUS. Soldiers are authorized 10 days of TLE during PCS travel from CONUS to CONUS. Any changes to this authorization will be announced in subsequent policy.

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Q: If the quarantine applies to me – where will I be quarantined?

A: Soldiers who return to CONUS from a country with a CDC Threat Health Notice Level 2 or 3 for COVID-19 (*See complete list below*) will isolate or quarantine at CONUS-approved locations.

The Army is directing a 14-day mandatory quarantine for Soldiers returning from countries determined by the CDC to be at Alert Level 1 and Level 2.

Any DOD personnel or family members returning from CDC-determined Level 1 or Level 2 countries are recommended to self-quarantine for 14 days.

Department of the Army Civilian personnel are subject to movement restrictions (to include isolation or quarantine) under the authority and direction of civil public health authorities, or by commanders, if authorized IAW DODI 6200.03. Approved locations to be determined.

Q: I am separating or pending retirement, does the travel restriction apply to me?

A: Travel for retirements or separations within the next 60 days (until 11 May 2020) are exempt from DOD travel restrictions.

Q: My household goods were picked up, but I have not departed my location, what should I do?

A: Call servicing transportation office for assistance; contact regional office if needed (<https://www.move.mil> and select customer assistance for a list personnel property offices).

Q: Can I still PCS to and from Level 2 or Level 3 locations?

A: No. Based on the Secretary of Defense's March 11th directive, the Department of the Army has been directed to stop movement for the next 60 days of all Soldiers, DA civilians and Family members traveling to, from, or through locations designated by the CDC as Travel Health Notice Level 3. This includes all forms of official travel, including Permanent Change of Station, Temporary Duty, and government-funded leave.

Q: How can I get approval to take leave?

A: All ordinary and emergency leave requests for Soldiers in countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 require General Officer (GO) or SES approval until further notice. The leave period will include an applicable non-chargeable quarantine period.

Commands in countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 (*See complete list below*) will follow combatant command directed intra-theater travel guidance for any leave conducted from that country to other OCONUS destinations.

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Q: I am scheduled to attend training or a course, have there been any cancellations or travel restrictions?

A: Soldiers scheduled to attend courses or schools in the United States less than six months in duration who are stationed in Italy or Korea will postpone their schooling until further notice.

Soldiers scheduled to attend training in the United States for six months or longer will arrive 14 days early for screening and quarantine.

Soldiers currently in a CONUS-based TRADOC school may return to CDC-defined Alert Level 1 and Level 2 countries with approval from the first General Officer or SES in their chain of command and must follow local command guidance for isolation or quarantine.

Q: If I am leaving Professional Military Education for my next duty assignment, what must I do?

A: Soldiers and Department of the Army Civilians currently in a CONUS-based school may return to countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 with approval from the first General Officer (GO) or SES in their home station chain of command and follow local command guidance for isolation or quarantine.

If the Soldier or Department of the Army Civilian is enroute to a new unit, the gaining command will submit an Exception to Policy to receive that soldier.

Q: I am stuck in transit to my next duty location, what should I do?

A: Contact your losing unit for further guidance.

Q. I do not have sufficient funds, or a government travel card, or need to increase the limit on my government travel card, who can I contact for assistance?

A: Contact your losing unit for further guidance, including the contact information to your Finance Office.

Q: I need to cancel my flight, who do I need to contact?

A: Contact Scheduled Airline Ticket Office (SATO) / Transportation Management Office (TMO). Phone numbers for business hours and non-business hours are on the traveler's itinerary or they can call 1-800-296-9897, press option 3.

Q: I have signed out of my unit, but have not started traveling, what should I do?

A: Those not yet travelling on CONUS-to-CONUS move will not initiate travel. Travel and report dates will be amended.

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Current CDC Level 3 Travel Health Notice countries:

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City, United Kingdom and Ireland: England, Scotland, Wales, Northern Ireland, Republic of Ireland, China, Iran, South Korea