



USINDOPACOM INBOUND RESOURCES

- Aloha & E Komo Mai! Welcome to USINDOPACOM, we're happy that you're joining our team. Enclosed in this packet, you will find pre-arrival information to help with your transition to the USINDOPACOM Staff. Should you have questions that are not answered in this package, please contact the J1 at 808-477-7872/7875/7715.

Pre-Arrival Planning

On-Island Personnel

- Obtain your sponsor's duty phone number and personal number to assist in your arrival.
- Coordinate your arrival to Camp Smith with your sponsor for building access and in-processing.
- Follow arrival details below.

Off-Island Personnel

Mil: NLT 120-days out, your sponsor should contact you to establish first contact to coordinate your pre-arrival and arrival actions.

- Obtain your sponsor's duty phone number and personal number to assist in your arrival.
- Coordinate your arrival to Camp Smith with your sponsor for building access and in-processing.
- Make temporary lodging arrangements at either the Navy Lodge (link to [Navy Lodge](#) /1275 Saratoga Blvd Bldg 78, Pearl Harbor, HI 96818/808-440-2290) or a TLA-approved hotel, should the Navy Lodge be unavailable for your stay. If you are unable to obtain lodging at the Navy Lodge, you must obtain a Certificate of Non-Availability (CNA) from the Navy Lodge before securing off-base lodging. To find a list of TLA-approved hotels, google "TLA approved hotels Oahu" and call the hotel to confirm what you find online. Some hotels will honor the government rate and be aware of parking or resort fees that may not be covered in your allowance.
- [\[Link to list of hotels that offer Military rate for PCSing\]](#)
- Hawaii is a rabies-free state. To maintain this unique status, there are strict guidelines and specific programs that must be complete before your pet will be accepted into the state of Hawaii. If you have pets, visit the Hawaii Animal Quarantine website (<https://dab.hawaii.gov/ai/aqs/aqs-info/>) to start planning for your pets' travel and quarantine to Hawaii. This is an extensive and time-sensitive process requiring early preparation.
- If you have children, visit the childcare and school-age resources available! For school-aged children, contact the School Liaison Officer (SLO) at JBP HHSLO@navy.mil as soon as possible to receive a welcome packet and set up appointments. For childcare needs call 808-306-9247.

- Consider the size car you will need for transporting your bags to lodging. If you have multiple car seats and multiple bags per family member, consider sending your bags in an Uber XL to your lodging or asking if your sponsor has space in their car.

Civ: NLT your Firm Job Offer (FJO) [or NLT 30-days out], your sponsor (JDir Leadership to provide) should contact you to establish first contact to coordinate your pre-arrival and arrival actions. Make sure you obtain your sponsor's duty phone number and personal number to assist in your arrival.

Arrival details

- Meet your sponsor to obtain access to USINDOPACOM HQ, Building 700 ([1 Elrod Rd](#), Camp HM Smith, Hawaii)
- If sponsor is unavailable, go to the Headquarters Operations Center (HOC), and call J1 at 808-477-8186/8076/7872.
- Parking at Camp Smith is first-come first-serve, recommend you arrive 15-30 mins prior to meeting your sponsor to secure a parking space and walk to the entrance of building 700.
- Building 700 has storage for your cell phone, however, if you prefer to leave your cell phone in your car, a courtesy phone is available in the HQ Visitors control center HOC.
- To process the visitor control center, ensure you bring a collateral ID (such as driver's license) to obtain visitors badge access.
- Once you find a place to live, temporary household items are available through the Joint-Base Pearl Harbor Hickam (JBPHH) Loan Closet - visit the "Loan Closet" at the link below or call 808-474-1999 / <https://safe.menlosecurity.com/doc/cloudview/viewer/docNE1CD20530B5A3ec9b60b599e46d799249c203a04dc4658cbda4db611e23f3c270f448ee53776>
- Temporary "Aloha Furniture" is available to newcomers until their household goods arrive, contact 808-448-0300 at least 3 days prior to delivery date requirement.

Information about Oahu, Hawaii -

Oahu is the most populous of the Hawaiian islands, the third largest in size after Hawaii Island and Maui. Oahu is nicknamed "The Gathering Place" and has a mix of metropolitan and natural beauty. Living in Hawaii is a unique experience. The pace of life is generally slower, and respect for the land ('aina) is deeply valued. Being polite, patient, and humble goes along way. Aloha is a way of life!

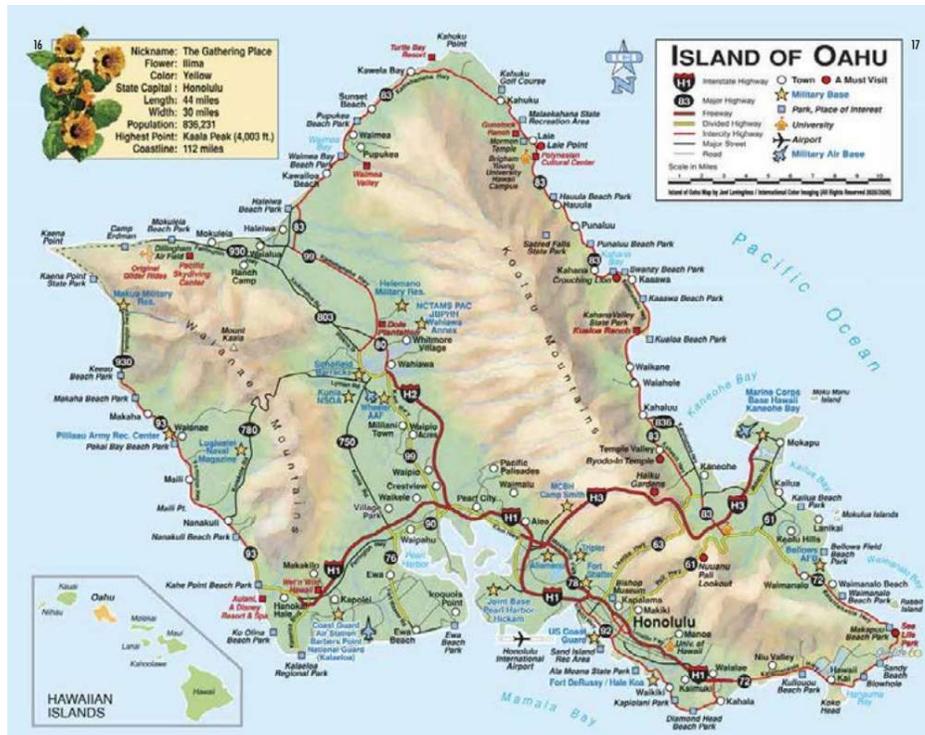
Hawaii typically has a higher cost of living which is offset by Basic Allowance for Housing (BAH) and Cost of Living Allowance (COLA). Be advised that COLA rates fluctuate with economic factors.

BAH is offered to military members living in Hawaii. To calculate your BAH rate, visit <https://www.travel.dod.mil/Allowances/Basic-Allowance-for-Housing/BAH-Rate-Lookup/> and use zip codes for Oahu [96861 or view link to [zip codes](#)]

COLA - Military members in Oahu receive "Overseas COLA" for Hawaii; to calculate your COLA, visit <https://www.travel.dod.mil/Allowances/Overseas-Cost-of-Living-Allowance/Overseas-COLA-Rate-Lookup/> and use the Location Code as "Hawaii - Oahu - HI009"

For civilians - 22.21% Locality Pay & 8.64% COLA (calculated from the base pay not to include locality)

Commissaries are available at Pearl Harbor, Kaneohe Marine Corps Base, Schofield, and Hickam. Additionally, Oahu has several Costco's and Sams Club locations for bulk shopping. Please note that grocery stores and shopping areas do not provide plastic bags. **Pro-tip:** Pack reusable bags in your luggage to use while getting settled.



ALL PERSONNEL

NAVY

Aloha Center

Location: Bougainville Drive, Bldg. 2652 Honolulu, HI 96818

Phone: 808-474-1820/1821
Hawaiihousing@us.navy.mil
 Mon-Fri 0730-1600

ARMY

Housing/TLA processing

Location: Schofield Barracks

Phone: 808-655-3073

usarmy.schofield.usag.mbx.housing-services-office@army.mil

Office hours: M,T,W,F 0800-1600
 Thurs 0800-1500

AIR FORCE/SPACE FORCE

Housing Management Office

Location: Hickam Air Force Base:

<https://jbphh.greatlifehawaii.com/housing-services>

200 Kokomalei St. Honolulu, HI 96818

Phone: 808-448-0199/1402

JBPHH_MHO@us.navy.mil

Mon-Fri 0800-1700

Military and Family Support Center

www.greatlifehawaii.com

<p>The Military and Family Support Center combines the old Pearl Harbor Fleet & Family Support and Hickam Airman & Family Readiness Centers into one organized center. They provide unified, customer-focused programs, classes, and services to support the JBPHH community including active duty, reserve, retired personnel, family members, and DoW employees.</p>	
<p>School & Child Development Center</p> <p>As soon as you are notified of your assignment to Hawaii, email the School Liaison Officer (SLO), and they will send you a welcome email listing important information to know prior to PCSing and to set-up an appointment upon arrival: JBPHHSLO@navy.mil</p> <p>The SLO serves as the primary liaison between Hawaii's community schools, commanders, and military parents pertaining to K-12 education. The SLO also implements the K-12 education aspect of the Commander Navy Region Hawaii Strategic Engagement Plan. Great Life Hawaii, our Navy counterparts, support Air Force family members for all Pre-K through 12th Grade, including all special needs and childcare.</p> <p>School & Childcare Information: -Website: <u>School Liaison Office (greatlifehawaii.com)</u> -Services provided: Enrolling in Public Schools ~ Schools ~ CYP Youth Sponsorship ~ Before and After School Care ~ Special Education ~ Special Volunteer Opportunities ~ Downloads and Resources ~ FAQs</p> <p>School Physicals: -State of Hawaii requires a school physical within 1 year of entrance for: All students who are new to Hawaii and entering a public school <u>OR</u> All students who are entering pre-school or childcare facilities <u>OR</u> All students who are entering 7th Grade (regardless if new or not).</p> <p>Vaccine and Immunization Requirements: -To meet school entrance requirements, please see <u>Health.Hawaii.gov</u></p>	<p>Child Development Center (CDC): <u>https://jbphh.greatlifehawaii.com/family/child-development-centers</u></p> <p>Military Child Care Registration: <u>https://militarychildcare.com/</u></p> <p>School Liaison Officer (SLO) Contact Information Cherise Yamasaki Phone: Office Number: (808) 306-9247 Email: <u>JBPHHSLO@navy.mil</u> Facebook Group: <u>https://www.facebook.com/groups/515235949103385</u></p> <p>Hawaii Department of Education Military Liaison - 808-271-5724 Army SLO - 808-655-8326 Air Force SLO - 808-471-3673 Marine Corps SLO - 808-257-2019 Hawaii Army & Air National Guard SLO - 808-672-1681</p>
<p>Pet Relocation</p> <p>Hawai'i is rabies-free. Hawai'i's quarantine law is designed to protect residents and pets from potentially serious health problems associated with the introduction and spread of rabies. All dogs and cats, regardless of age (puppies and kittens included) or purpose, must comply with Hawai'i's dog and cat import requirements.</p>	<p><u>https://dab.hawaii.gov/ai/aqs/aqs-info/</u> <u>https://hawaii.armymwr.com/programs/family-and-mwr-pet-kennels</u></p>

Temporary Lodging (TLA)

Before you secure private off-base lodging, ensure you have a certificate of non-availability (CNA) from the Navy Lodge. Schedule TLA brief with the Housing Services Office (HSO) by contacting your service-specific HSO for guidance (contact information listed above).

<https://www.pacom.mil/Portals/55/Documents/pdf/j131%20-%20TLA.pdf>

NAVY Lodge Central Reservations:

Phone: (800) 628-9466 (press #1)

Navy Lodge (Hawaii):

Phone: (808) 440-2290

Address: 1275 Saratoga Boulevard, Bldg. 78, Honolulu, HI 96818-5029

Vehicle Shipment

STEP 1. Inform insurance provider to switch states to Hawaii so you have Hawaii coverage.

STEP 2. Obtain and Complete Non-Resident Certificate (Form CS-L MVR 50) from your Base Pass and ID office PMO Pass and ID Office Building 601 Camp H.M. Smith, HI 96861 Phone: 1 (808) 477-8734

STEP 3. In the state of Hawaii, any vehicle that has been modified must have a Reconstruction Permit prior to performing a safety inspection.

A. If your vehicle has not been modified, please proceed to step 4.

B. If your vehicle is modified, please visit the FAQ for information on how to obtain a Reconstruction Permit or to see if your vehicle qualifies for one.

STEP 4. The state of Hawaii requires a vehicle inspection. Schedule an appointment online with the Hickam Auto Skills Center for a vehicle safety inspection. Please make sure your insurance cards (official or digital) will be active on the date you schedule your appointment for inspection. Note, you are not limited to the Auto Skills Center for your inspection. Most auto mechanics/repair shops are authorized to conduct vehicle inspections.

-Address: <https://goo.gl/maps/D1D2Ph3rrewXX25A6>

STEP 5. Safety Inspection Performed by licensed safety inspector:

A. If you do not pass the safety inspection and the only reason is due to not being registered in the state (i.e. new vehicle registering), you will receive a "only registration fail slip" and can proceed to step 6.

B. If there are any failures, aside from having no registration, those failures must be corrected. Once corrected you must return to the original safety inspection station to have corrections verified. You will then be given a "only registration fail slip" once all other failures are corrected.

<https://www.pcsmypov.com/>

STEP 6. Schedule an appointment with any of the local DMVs to either obtain Hawaii state plates or an out-of-state permit for your vehicle.

-Schedule Appointment with JBPHH Vehicle Registration Office (acuityscheduling.com)

-Location: <https://goo.gl/maps/gK6yZtNpEucphEvN9>

A. If you decide to get Hawaii state plates, make sure to mount them on your vehicle front and back with at least 2 bolts/screws or 4 zip ties that occupy each hole.

B. If you decide to keep your original plates, the DMV will give you an out-of-state permit sticker to place on your vehicle. Follow the instructions on the back of the sticker for placement on your vehicle.

STEP 7. So long as your safety inspection slip has not gone over the 30 calendar days, you may return to the original safety inspection station for a final inspection. If your inspection station was at Hickam Auto Skills Center, you can return on any day they are open during safety inspection hours. If your safety inspection slip has expired, please return to step 4.

Military Spouse- Licensure Reimbursement

Military Spouse – Licensure Reimbursement: If your dependent’s career requires a professional license or certification, your service branch can help reimburse costs that come up when you PCS. The military services continue to support military spouse employment by offering up to \$1,000 in licensure and certification costs resulting from relocations or military moves within the United States or OCONUS to stateside.

For more information, contact MFSC Employment Team at (808) 474-1999 or click [here](#) for more details

Base Job Listing for Dependents

The Military & Family Support Center provides education and career guidance to military spouses worldwide, offering comprehensive resources and tools related to career exploration, education, training and licensing, employment readiness and career connections.

<https://www.usajobs.gov/>

<https://jbphh.greatlifehawaii.com/careers>

<https://careers.usmc-mccs.org/>

Housing

All housing locations are open to all branches of service.

<https://www.hickamcommunities.com/>

<https://www.islandpalmcommunities.com/>

<https://www.fcnavyhawaii.com/>

<https://www.ohanamarinecorpscommunities.com>

Medical

All services have their primary medical facility, but all service members and military retirees with TriCare are authorized to seek **emergency** medical assistance at Tripler Medical Center & Urgent care at Desmond Doss on Schofield. Service Members may receive referrals to different medical facilities on island through their PCM.

<https://nhchawaii.tricare.mil/Clinics/BHC-Kaneohe-Bay>

<https://nhchawaii.tricare.mil/Clinics/BHC-Camp-Smith>

<https://pearlharborhickam.tricare.mil/>

<https://tripler.tricare.mil/>

<https://nhchawaii.tricare.mil/Clinics/BHC-Makalapa>

Please contact the Nurse advice line if you have any questions or concerns:
888-683-2778

ISTOP

Initial Staff Training & Orientation Program (ISTOP) is a mandatory requirement that must be completed within 60 days of arriving to USINDOPACOM. It will familiarize new members with Indo-Pacific history, threats & challenges. It ensures understanding of PACOM's culture, mission, organization & activities.



1 - ISTOP JKO CBT
Course List - 2024100

- DHA -US1278 - Freedom of Information Act (FOIA) Training for Federal Employees, Military Service Members, and Contractors (1 hr),
- DOD -US1364-23 - Department of Defense (DoD) Cyber Awareness Challenge 2023 (1 hr)
- PAC -US010 - USINDOPACOM Unauthorized Disclosure of Classified Information and CUI
- PAC -US013 - USINDOPACOM Derivative Classification - Annual Training (1 hr)
- PAC -US019 - USINDOPACOM Marking Special Categories of Classified Information
- PAC -US026 - USINDOPACOM Controlled Unclassified Information (CUI) Training (30 mins)
- PAC -US027 - USINDOPACOM Annual Security Awareness Refresher (30 mins)
- PAC -J7-US013 USINDOPACOM Initial Staff Training and Orientation Program (ISTOP)

[Link to JKO](#)

CBTS:
Enclosure 1 lists the required JKO courses and ISTOP enrollment information.

PERSONNEL SERVICES BRANCH (PSB) CONTACT LISTINGS

PSB CHIEF	CDR Gates, Frank	Frank.i.gates.mil@us.navy.mil	808-477-7715
MARINE	MSgt Vallejomunoz, Juan	juan.m.vallejmunoz.mil@us.navy.mil	808-477-9463
ARMY	SGT Fuiava, Dylan	indopacom.hmsmith.indopacom.list.army-actions@us.navy.mil	808-477-8186
AIR FORCE & SPACE FORCE	MSgt Veras, Erica/SSgt Garcia, Jocelyn	indopacom.hmsmith.indopacom.mbx.af-element@us.navy.mil	808-477-8126/2465
NAVY	PS2 Marino, Aileen/YN2 Mcnab, Angel	indopacom.hmsmith.pcj1.mbx.j1-navy-pacom@us.navy.mil	808-477-9142

Commented [MJMMUJ(1)]: Add Org boxes as requested by J1.

Civilian Personnel Branch

BRANCH CHIEF	Laura Sturm	laura.k.sturm.civ@us.navy.mil	808-477-1001
HR Advisor	Ray Hernandez	raymundo.l.hernandez.civ@us.navy.mil	808-477-7484

K12 Education Resources

Hawaii Department of Education	https://www.hawaiipublicschools.org/Pages/Home.aspx
School Enrollment	https://hawaiipublicschools.org/enrolling-in-school/how-to-enroll/
Military Families Welcome Page	https://hawaiipublicschools.org/enrolling-in-school/military-families/
School Performance Reports	https://www.google.com/search?q=http%3A%2F%2Fwww.hawaiipublicschools.org+NisionForSuccess%2FSchoolDataAnd+Reports%2FSc+hoolReports%2FPages%2Fhome.aspx
Hawaii Charter School Commission	https://www.chartercommission.hawaii.gov/
Hawaii Association of Private Schools	https://www.hais.us/
Military Child Education Coalition	https://www.militarychild.org/
Tutor.com for U.S. Military Families:	https://military.tutor.com/home
Interstate Compact on Educational Opportunity for Military Children	http://www.mic3.net/
Student Online Achievement Resources	https://www.achievementnetwork.org/

Other Resources

Military One Source	http://www.militaryonesource.mil/
HI Military - Official Military Guide	http://hawaiimilitaryguide.com/

CAO: 12 February 2026