

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, CYC remains committed to providing Soldiers and Families the support they deserve.

Army CYC is part of the Department of Defense Child Development Program, which is the largest employer sponsored child care program in the world.

Army CYC 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 CYC 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. CYC 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 CYC programs, and achieve operational efficiencies through streamlined business practices.

**CYC: 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 childcare 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 over 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 & Outreach Services:**

Central Enrollment, Registrations, Waitlist/MCC, Parent Participation, and Deployment Support

## **Child Development Centers:**

Full Day Care, Part Day Pre-school (PDPS) & Strong Beginnings pre-kindergarten program

**School-Age Programs:** Before/ After School Programs, School-out days, Summer Camps

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

**Middle School/Teen Programs:** After School Programs/year round, Resiliency Training

**Sports and Fitness Programs:** Team and Individual Sports, Fitness Classes, Functional Fitness, and Skill Development

## **School Support Services:**

Transition Services, Homeschool Connections, Installation and School Communications, and Establish Partnerships in Education

## **Deployment Support**

- 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.

### **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
- Child Development Program Staff
- Single and Dual Active Duty/Inactive Duty, Military/Coast Guard, Guard/Reserve
- Gold Star Spouse (Combat Related)
- Military Retirees
- Single and dual Department of Army (DA) Civilians.
- Other Federal Employees
- Deactivated Guard/Reserve Personnel
- DoD contractors

**Eligible patrons are prioritized according to training, and student status.**



# Parent and Outreach Services Gateway to CYS

## Registration

Your installation may have a Parent & Outreach 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.

Visit your installation's MWR website to access MWR Online Services (WebTrac) to search for, enroll, and pay for programs. Parent & Outreach 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 & Outreach Services. The parent then completes and signs the form and the youth returns the signed form to Parent & Outreach Services. If a special need is identified, a CYS Health Screening Tool will be sent to the parent to complete and return to Parent & Outreach Services.

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 & Outreach Services.

## 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 & Outreach 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 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.





## 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 thirteen (13) fee categories and a fee for each category. There is an additional category for Contractors and other Space Available patrons. 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 the Child Development Center, School Age Center, Parent & Outreach Services, or online via WebTrac.

## Deployment Support Services

Deployment Support Services helps Families cope with mission related child care needs before, during, and after deployments.

Parents can apply for Deployment Support Benefits by taking a copy of their deployment orders to the Parent & Outreach Services Office.

## 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 & Outreach 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 3-5 years and the Strong Beginnings pre-kindergarten program. 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 – 5 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 if the installation can support. For occasional users, reservations are required in advance; same day or walk-ins may be accepted on a space available basis. SAC Hourly Care reservations can be made on WebTrac.

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.



## 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 & Outreach Services Office or installation CYS program.

The AFA program is available in CONUS and may include full-time, part-time, before and after school.

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:  
<https://www.childcareaware.org/fee-assistancerespite/>

## Youth Centers



Youth Centers are available to middle school and teen youth in grades 6 through 12. Please note Youth must start 6th grade in order to be considered a 6th grader. The program provides a variety of opportunities for youth to participate in activities in safe locations after school; 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.



**\*Youth Centers are inspected on an on-going basis by installation and headquarters personnel.\***

Activities at the Youth Center are scheduled in the five Army Youth Program Service Areas and in partnership with the Boys & Girls Clubs of America (BGCA), 4-H (head, heart, hands, health promoting personal growth and career success), Family and Morale, Welfare and Recreation (FMWR), and a wide range of additional community partners:

Health, Wellness, & Life Skills: STEAM (science, technology, engineering, arts & mathematics), Culinary Club, (BGCA) SMART Girls (small-group health, fitness, prevention/education and self-esteem enhancement program).

Sports, Fitness, & Recreation: (BGCA) Triple Play (fitness program for mind, body & soul), National Fitness Challenge and (4-H) Gardening.

The Arts: (BGCA) Fine Arts show, Photography and Music.

Academic & Career Development: (BGCA) Power Hour homework assistance, tutoring, STEAM and Workforce Preparation.

Character & Leadership Development: Torch and Keystone Clubs (youth councils), Youth Sponsorship, Youth Leadership Forum, Youth of the Year and the Teen Volunteer Program.

Special Events: BBQs, parties, dances, sports tournaments, game, trivia, movie and karaoke nights, talent shows, dinners and trips on and off post to name a few.

Open Recreation: All clubs and scheduled activities are optional. Youth are welcome to utilize the various offerings at the center but are not required to do so. We have a full-size gym, music room, art room, game room, technology center, lounge, patio, movies, video games and board games are available giving youth the opportunity to individualize their options.



*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

A School Liaison Officer (SLO) is a parent's best support in the area of education and schools. SLO's work in partnership with local public school districts, private schools and homeschool Families to enhance the educational experience for students. They are able to accomplish this through educating the schools on the challenges of Military students, providing information and support to Military Families and by providing an array of resources that impact school quality and experiences that benefit youth. SLOs are your best support in the area of education, schools and Military transitions.

Transition Services Include:

- Assists Families by connecting them to their next duty station.
- Liaison between the parent and the school to ensure compliance with the Interstate Compact on Educational Opportunity for Military children.
- Facilitates communication between the school/installation leadership and the parent.
- Provides detailed information on school and local education policies.
- Provides direct contacts for school and installation support for special education information.
- Connects youth to youth sponsors.

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.

The Youth Sponsorship Program is designed to help newly arriving youth become familiar with the West Point community, schools, local towns, and the surrounding region. Tours, monthly Hail and Farewell parties and other special events are just a few examples of the ways for our youth to participate, meet new people, and do exciting activities.

Interested Families can request a Youth Sponsor by contacting the School Liaison Officer (SLO).

The SLO will forward the request to the West Point Youth Programs Director, who will contact you reference connecting your child to a local 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 Connection

SLOs provide connections and support to parents choosing to homeschool and also offer the following services:

- Assist in providing information need to make the best decision if homeschooling is being considered.
- Provide information about local and state homeschool policies.
- Connect homeschool families to homeschool groups.
- Assist with access to physical education, art and other auxiliary programs.

## Parent Education

SLOs are able to offer a variety of parent education workshops to help parents navigate educational transition, the Interstate Compact and advocate for their children.





Fitness is a core component of CYS programs. Daily fitness opportunities and activities are provided to all children and youth. Select 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.

## **Individual Sports (Ages 4 - 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.



## Team Sports (Ages 4 - 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.



## 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 and Assistant Directors, Sports & Fitness Directors and Assistant Directors, Sports Specialists, Fitness Specialists, Supervisory Program Specialists, School Liaisons, CYS Nurses, Administrative Assistants, Child & Youth Program Assistants (CYPAs)/Lead CYPAs, cooks, Maintenance Workers, Training Specialists, and Functional Technology Specialists.

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

CEAT enables current NAF employees in CYPA positions to voluntarily request a non-competitive 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 volunteers provide to our programs. CYS is looking for enthusiastic people who want to help out by sharing their talents and assisting with or leading various activities such as reading to children, participating in field trips, making games, repairing toys, sewing with or cooking with children. Parents who volunteer in CYS programs may be eligible for fee discounts; ask your child's program director for more information.

## **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 & 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

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