



## MILITARY OUTREACH INITIATIVE (MOI) - FREQUENTLY ASKED QUESTIONS

### ABOUT THE MOI:

#### **What is the Military Outreach Initiative?**

In partnership with the Armed Services YMCA, the YMCA of the USA and private fitness facilities nationwide are proud to offer gym memberships to eligible military personnel/families through the Department of Defense's Military Outreach Initiative. The Military Outreach Initiative offers service members and military families extra support and access to vital resources that promote youth development, healthy living and social responsibility across the nation. It's another way of giving back to those who dedicate themselves to serving our country.

#### **Why should fitness facilities support this program?**

The MOI addresses the needs of the families of deployed military personnel as well as service members without access to military gym facilities. Joining the initiative supports this great cause, while receiving reimbursement for memberships issued.

#### **How long is the life of this initiative?**

Currently, the MOI has been renewed through March 16, 2018. The MOI contract runs on a yearly renewal cycle from March 17<sup>th</sup> through March 16<sup>th</sup> of the following year. For any updates regarding the renewal of the MOI, please visit [www.asymca.org](http://www.asymca.org).

#### **What is required of my facility to participate in the MOI?**

Your facility must establish a staff point of contact for memberships reimbursed through the MOI. This point of contact will assist in the paperwork, reimbursement, and renewal processes required. Your facility must also have a means of recording visitation of the military personnel/family for the duration of use at your facility, and be able to accept the maximum reimbursement rate of \$70/month for a family membership, and \$50/month for a single adult membership.

#### **My facility is not able to meet the participation criteria, what should our response be to military families/personnel?**

This is a voluntary program; all facilities have the right to decline participation. If this is the case, please point

the military personnel/family in the direction of another YMCA or Private Fitness facility in your area that might be able to host the member(s) through the MOI.

### ELIGIBILITY CRITERIA:

#### **What are the eligibility criteria for the MOI?**

The MOI is available to service members currently serving in the departments of the Army, Air Force, Marine Corps and Navy that fall into one of the 4 program categories:

#### **1) Independent Duty Personnel- Private Fitness / YMCA Memberships**

Memberships are available for military service members only (spouse/child dependents may be added to a YMCA membership if residing together). The service member must have current Active Duty Title 10 orders approved as geographically isolated by one of the Service Branch Point of Contacts. For a list of Service Branch Point of Contacts, please view the member application documents posted on [www.asymca.org](http://www.asymca.org) or view page 6 of this document.

#### **2) Deployed National Guard / Reservist- YMCA Memberships Only**

Memberships are available for spouse/child dependents only (service member may be added to an active/approved YMCA membership for use before or after deployment/mobilization). The service member must have current Active Duty Title 10 deployment/mobilization orders with at least 6 months in total length, and lasting at least 3 months from the membership start date.

#### **3) Relocating Spouse- YMCA Memberships Only**

Memberships are available for spouse/child dependents only (service member may be added to an active/approved YMCA membership for use before or after deployment/mobilization). The service member must have current Active Duty Title 10 deployment/mobilization orders with at least 6 months in total length, and lasting at least 6 months from the membership start date.

#### **4) Community Based Warrior Transition Unit- YMCA Memberships Only**

Memberships are available for military service members only (spouse/child dependents may be added to the membership if residing together). The service member must have current Active Duty Title 10 Community Based Warrior Transition Unit orders.

#### **Are members of the United States Coast Guard eligible for the MOI?**

Due to the MOI being funded and governed by the Department of Defense, members of the United States Coast Guard are not eligible for this program under any circumstance. This includes **all** members of the United States Coast Guard (Active Duty, National Guard, and Reserves) including those with Title 10 Department of Defense issued orders, and Joint Task Force orders.

#### **What type of military personnel are not eligible for the MOI?**

Those who **are not** eligible are most Active Duty personnel affiliated with a military installation, Title 32 National Guard/Reservists, new military recruits preparing for training, military retirees, veterans, wounded warriors, parents of deployed personnel, unit administrators, members of the United States Public Health Service, and members of the United States Coast Guard.

#### **Is there any financial assistance offered for retired military personnel or other Active Duty/National Guard/Reservist personnel outside of the indicated program categories?**

Unfortunately, no. The MOI addresses the needs of military service members/families dealing with geographic isolation and deployment/mobilization. Under the MOI, there is no financial assistance offered for any other military personnel outside of the 4 program categories.

#### **Can a military family have a membership at a private fitness facility?**

Unfortunately, no. The Department of Defense only allows **family** members to be on YMCA memberships.

#### **How is “family” defined for YMCA membership purposes?**

“Family” of military personnel includes spouse dependents and child dependents of the military member with active Military ID’s. In the Deployed National Guard/Reservist and Relocating Spouse categories, “family” may also include legal guardians assigned by

the deployed military member for custodial care of their children.

### **REIMBURSEMENT PROCESS:**

#### **How will my facility receive reimbursement for memberships under the MOI?**

On average, the Armed Services YMCA will send a **paper check** to the facility no later than 30 days after the **complete** paperwork is sent.

#### **My facility’s membership fees exceed \$70/month for a family or \$50/month for a single adult. Can I charge the difference to the military family/personnel?**

In general, we ask that facilities absorb any membership fee variance on behalf of the military personnel/family. For YMCA locations, absorbing the fee variance is a requirement of the program. For Private Fitness facilities, fee variance is judged on a case by case basis.

#### **Once my facility submits the proper forms, how long will it take to receive funding?**

The Armed Services YMCA generally takes 30 days to process the membership request **after** receiving the complete paperwork for the service member/family. This approximation **does not** include time passed during back and forth coordination between the Armed Services YMCA and fitness facilities working to obtain complete paperwork for a membership. Additionally, this approximation **does not** include Attendance Waiver Requests, which vary depending on the complexity of the case.

#### **Should my facility enroll new individuals/families at the point they have their required documentation, or at the point we receive the reimbursement check from the Armed Services YMCA?**

Overall, we ask that the facility wait until payment is received to officially begin the membership. However, in the past years of the MOI, the majority of our facilities have been kind enough to provide the service members/families with guest passes as they await payment from the Armed Services YMCA.

#### **May I request a status update within 30 days of my membership being received by the Armed Services YMCA?**

As the MOI is a nationwide program, please refrain from requesting status updates within 30 days after sending in the complete paperwork for the service member/family.

When time is taken to provide status requests, it severely delays the processing time of memberships.

**It has been 30 days, and the military member/family is still unable to use the gym facility, what do I do?**

Military members/families should first check with the facility for any updates regarding their membership. If after checking in with the facility and payment has not been received for the membership, the **facility** should contact the Armed Services YMCA stating the name of the service member, the type of membership, and the approximate time the membership was sent to the Armed Services YMCA.

**I'm in a rush to use a fitness facility; how do I expedite my application?**

Unfortunately, there is no way to expedite memberships through the MOI. The best way to obtain approval and funding in a timely manner is to ensure all paperwork is completed in full, and correctly prior to sending it in.

**RENEWAL CRITERIA:**

**What requirements must be met in order to renew a 6 month membership under the MOI?**

If a service member/family has met the 8 calendar day per month requirement, has qualifying orders, and wants to extend their membership for an additional 6 month term, they are required to resubmit their program paperwork to the YMCA/Armed Services YMCA. This includes:

**Private Fitness-** A copy of the original approved Unit Request for Independent Duty, a memo from the command verifying eligibility for the next 6 months, Attendance Records.

**YMCA-** A newly completed YMCA/DoD Eligibility Form, a copy of the original approved Unit Request for Independent Duty Personnel, a memo from the command verifying eligibility for the next 6 months, Attendance Records, YMCA Reimbursement Request

**How should my facility track visits by members participating in this program, and what counts as a visit?**

Facility use and program participation attendance reports can be electronically generated from the facility's existing software system. If your facility does not have software capability, staff can create a manual log with the member's printed name, signature, and date of visit.

The electronic or manual attendance data report should be submitted to the Armed Services YMCA as part of the reimbursement documentation. It is to the facility's advantage that accurate and timely tracking occurs in order to allow military members/families to renew.

A visit is defined as the service member or member of the service member's family coming to the facility to participate in any youth or adult activity that can be tracked manually or electronically in one calendar day. If the member returns in the same day, all visits in that day are counted only once. Multiple swipes by a participant or family member(s) in the same day all constitute one visit for one day.

**My service member/family has clearly not met the 8 calendar day per month requirement, should we still submit the attendance and renewal paperwork, and will he/she be eligible later to reapply?**

In this case, please do not submit renewal paperwork or encourage the member/family to reapply as the original participation requirement was not met. There is no grace period allowing the member to wait a period of time, and then reapply for the program under a new membership.

The service member/family should be referred to the Attendance Waiver Process to apply for an Attendance Waiver. A memorandum must be obtained from the service member's command explaining, in full detail, the service member's/family's failure to meet the program attendance requirement for **each month failed**. If after the Attendance Waiver Process, the member/family is **approved**, they should be processed as a regular renewal. If after the Attendance Waiver Process, the member/family is **not approved**, the member/family becomes ineligible for future funding under the MOI. For more directions regarding the Attendance Waiver process, please view the member application, or visit [www.asymca.org](http://www.asymca.org).

**Will the Armed Services YMCA automatically send my facility payment every 6 months?**

No, the facility and/or service member/family must send in the required renewal documents every 6 months.

**Will each military personnel/family need to complete a new YMCA/DoD Eligibility Form at each 6 month interval for renewal?**

Yes, YMCA members are required to complete a new YMCA/DoD Eligibility Form at each 6 month interval while using the MOI.

**Will Independent Duty Personnel/families be required to recomplete the Unit Request for Independent Duty every 6 months?**

No, a copy of the service member's **original** Unit Request for Independent Duty may be attached for renewal memberships. All pages of the form must be submitted with the listed name of the service member, and both approval signatures. The Armed Services YMCA is not responsible for filling approved Unit Request for Independent Duty for the service members.

If the original is lost or misplaced, the service member/unit should contact the Service Branch POC where a copy may be sent to the unit, or a new approved Unit Request for Independent Duty can be issued to the unit. A list of Service Branch POC's can be found in the member application or page 6 of this document.

**DEPLOYMENT/MOBILIZATION:**

**Are personnel with TAD (Temporary Assigned Duty) orders eligible?**

TAD personnel are eligible only if they are deployed for 6 months or more, and have enough time left on the orders when signing up/renewing.

**Are personnel with mobilization orders eligible?**

Mobilized personnel are eligible if they are mobilized for 6 months or more and have enough time left on the orders when signing up/renewing.

**What is the 3 month "pre" and "post" rule?**

**Pre Membership Extension:** Deployed National Guard/Reservist family members may apply for a YMCA membership up to 3 months **before** the start date of the deployment/mobilization orders.

**Example:** Current orders begin June 15, 2017. Membership may begin as early as March 15, 2017.

**Post Membership Extension:** Deployed National Guard/Reservist family members may apply for/renew their YMCA membership if the deployment/mobilization orders end up to 3 months before the end date of the potential 6-month YMCA membership.

**Example:** Current orders end April 1, 2017. Membership may be issued for the time period of January 1, 2017 – June 1, 2017.

National Guard/Reservist members are prohibited from using both the Pre Membership and Post Membership Extensions on one 6-month membership. **This rule**

applies exclusively to the Deployed National Guard/Reservist program category.

**Can the deployed family member of the National Guard/Reserves take part in the membership before or after deployment?**

For Deployed National Guard/Reservist and Relocating Spouse memberships, the service member may be added to an active/approved YMCA membership for use before or after deployment/mobilization

**If military personnel are deployed/mobilized only for 1 month, should I offer the individual 3 months of membership prior to and after deployment?**

No, the Department of Defense has a 6-month minimum deployment requirement to be eligible for funding under the MOI.

**If someone is deployed/mobilized for 7 months, what happens at the end of the 6 month interval?**

In this situation, the spouse or family would not be eligible for renewal. To be eligible, the deployment must last at least 3 months at the time of renewal for National Guards/Reservists memberships, or at least 6 months at the time of renewal for Relocating Spouse memberships.

**Should I make a copy of the military ID card or deployment/mobilization orders as proof of verification?**

No, these documents are covered by privacy laws and should not be copied or retained under any circumstances.

## MILITARY OUTREACH INITIATIVE FREQUENTLY ASKED QUESTIONS

### DEFINITIONS:

1. **YMCA Membership:** Single Independent Duty Personnel, and Deployed National Guard/Reservist, Relocating Spouse, Community Based Warrior Transition Unit Family Memberships at YMCA locations only.
2. **Private Fitness Membership:** Single Independent Duty Personnel memberships at Private Fitness Facilities only.
3. **Independent Duty Personnel:** Service members (Army, Air Force, Marine Corps, Navy), either married or single, serving in a location that is remote from a military installation/does not provide free military fitness equipment.
4. **Families of Deployed Guar/Reservists:** Spouse and child dependents of deployed National Guard or Reservists with active Military ID's.
5. **Relocated Spouse/Dependent Children:** Spouse and child dependents of deployed Active Duty with active Military ID whom have relocated away from the base military installation to be near family/support.
6. **Deployment/Mobilization Orders:** A Department of Defense official notification of a service member's requirement to leave his/her current duty station/home and report to a location that is remote from the current location.
7. **Visit:** A visit is defined as the service member or member of the service member's family coming to the facility to participate in any youth or adult activity that can be tracked manually or electronically in one calendar day. If the member returns in the same day, all visits in that day are counted only once. Multiple swipes by a participant or family member in the same day all constitute one visit for one day.

### SERVICE BRANCH POINT OF CONTACTS

For Independent Duty Personnel Only:  
(As of March 2017)

#### **Army:**

Army Recruiting Command:

Brian McDonald- [usarmy.knox.usarec.mbx.g1-ymca-fitness@mail.mil](mailto:usarmy.knox.usarec.mbx.g1-ymca-fitness@mail.mil)

Amanda Schrimsher- [amanda.s.schrimsher.ctr@mail.mil](mailto:amanda.s.schrimsher.ctr@mail.mil)

Jillian Bartholomew- [jillian.r.bartholomew.ctr@mail.mil](mailto:jillian.r.bartholomew.ctr@mail.mil)

Other Army Inquiries:

Carole Herr- [usarmy.jbsa.imcom-hq.mbx.army-ymca@mail.mil](mailto:usarmy.jbsa.imcom-hq.mbx.army-ymca@mail.mil)

#### **Air Force:**

All Air Force Inquiries:

Aaron Smelser- [aaron.smelser@us.af.mil](mailto:aaron.smelser@us.af.mil)

Laron Collins- [laron.collins@us.af.mil](mailto:laron.collins@us.af.mil)

#### **Marine Corps:**

Marine Recruiting Command:

Gil Macias- [gilbert.macias@marines.usmc.mil](mailto:gilbert.macias@marines.usmc.mil)

Marine Forces Reserve:

Rick Martinez- [rick.martinez1@usmc.mil](mailto:rick.martinez1@usmc.mil)

Other Marine Corps Inquiries:

Ryan Massimo- [Ryan.Massimo@usmc-mccs.org](http://Ryan.Massimo@usmc-mccs.org)

#### **Navy:**

All Navy Inquiries:

Cheryl Hammond/Vicki Teran- [usnymca@navy.mil](mailto:usnymca@navy.mil)

### CONTACT INFORMATION:

#### **Where can I find more information on the MOI?**

<https://www.asymca.org/ymca-dod-military-outreach-initiative>

#### **Who can I contact for questions?**

Armed Services YMCA National Headquarters:

YMCA Inquiries: [dodymca@asymca.org](mailto:dodymca@asymca.org)

Private Fitness Inquiries: [dodpf@asymca.org](mailto:dodpf@asymca.org)

**ATTENDANCE RECORDS AND REQUIREMENTS:**

**Attendance Requirement:**

Members/families using the Military Outreach Initiative program must maintain an 8 calendar day visit per month requirement for the duration of the 6 month membership in order to be considered for renewal.

**Acceptable Forms of Attendance:**

Facility use and program participation attendance reports can be electronically generated from the facility's existing software system. If your facility does not have software capability, staff can create a manual log with the member's printed name, signature, and date of visit.

**How to Count Attendance:**

Visitation is counted by calendar day only. A visit is defined as the service member or member of the service member's family coming to the facility to participate in any youth or adult activity that can be tracked manually or electronically in one calendar day. If the member returns in the same day, all visits in that day are counted only once. Multiple swipes by a participant or family member(s) in the same day all constitute on visit for one day.

**Multiple swipes from the same member on the same day count as 1 visit.**

John Smith	March 30, 2017	➔	<b>1 VISIT</b>
John Smith	March 30, 2017		
John Smith	March 30, 2017		

**Family members visiting on the same day count as 1 visit.**

John Smith	March 30, 2017	➔	<b>1 VISIT</b>
Jane Smith	March 30, 2017		
Joseph Smith	March 30, 2017		

**How to Put a "HOLD" on a Membership:**

YMCA Membership Services may place one hold per membership period. No action is necessary until the member/family would like to renew the membership. At the time of renewal, YMCA Membership Services must provide a formal statement (on official YMCA letterhead) stating a hold was placed on the account from date – date. If a hold is placed on the membership, the membership must be extended the amount of the time held in order to provide 6 months of attendance records for the member/family.

Example:

**Original Membership Timeframe:** March 1, 2017 – September 1, 2017

**Membership Hold:** June 1, 2017 – August 1, 2017

**New Membership Timeframe:** March 1, 2017 – November 1, 2017 (with a hold from June 1, 2017 – August 1, 2017)

**FAILED ATTENDANCE? How to Apply for an Attendance Waiver:**

For ANY case of failed attendance, a memorandum must be obtained from the service member's command explaining, in full detail, the service member's/family's failure to meet the program attendance requirement for **each month failed**. If after the Attendance Waiver process, the member/family is **approved**, they should be processed as a regular renewal. If after the Attendance Waiver Process, the member/family is **not approved**, the member/family becomes ineligible for future funding under the Military Outreach Initiative. *All Attendance Waivers are reviewed on a monthly basis.*

**Required Documents for an Attendance Waiver: MUST BE SENT TOGETHER**

1. Official command memorandum/letter of explanation on official letterhead
2. 6-month attendance records for the membership in question with calendar dates visible
3. Copy of ALL renewal paperwork (YMCA Reimbursement Invoice, YMCA/DoD Eligibility Form, Copy of Approved IDP with both approval signatures and signed command memorandum if in the Independent Duty Category.)