

# Fort Hood Installation Services

As of 4pm on 25 March 2020

Normal Operations  
Adjusted Operations  
Not Operational



Installation Services	Contact	Status	Comments
<b>Directorate of Family Morale, Welfare, and Recreation (DFMWR)</b>			
<b>FMWR Administration</b>			
Director/Deputy Director	(254) 287-4339		Peter Craig / Mike Ernst
Operations	(254) 287-7857		Doug Harris
<b>NAF Support Services</b>			
Material Management Branch	(254) 618-7952		Limited Operations
Marketing & Advertising/Sponsorship	(254) 287-3985		Limited Operations
Information Systems Branch	(254) 287-5888		Limited Operations
Financial Management	(254) 287-2060		Limited Operations
<b>Army Community Services</b>			
Community Information/Plans and Operations	(254) 287-2214		FACILITY CLOSED - Telephonic/Email assistance
Employment & Volunteer Services	(254) 287-6067		FACILITY CLOSED - Telephonic/Email assistance
Exceptional Family Member Program	(254) 286-6584		FACILITY CLOSED - Telephonic/Email assistance
Family Advocacy Program	(254) 287-2031		FACILITY CLOSED - Telephonic/Email assistance
Financial Readiness Program	(254) 287-8500		FACILITY CLOSED - AER Telephonic/Email assistance
Mobilization & Deployment Readiness	(254) 287-0348		FACILITY CLOSED - Telephonic/Email assistance
Survivor Outreach Services	(254) 287-9853		FACILITY CLOSED - Telephonic/Email assistance
Soldier and Family Assistance Center (SFAC)	(254) 287-9593		FACILITY CLOSED - Telephonic/Email assistance for Soldiers medically outprocessing (DD214s)
Oveta Culp Hobby Soldier & Family Readiness Center	(254) 287-0348		
<b>Business Division</b>			
Club Hood	(254) 532-5073		All events/meetings canceled through 1 May 2020
Sam Adams Brewhouse	(254) 532-5329		
Community Events and Bingo Center	(254) 532-9263		
Phantom Warrior Lanes	(254) 532-3060		
Courses of Clear Creek	(254) 539-1983		
Sportsmen's Center	(254) 532-4552		
<b>Child Youth Services</b>			
<b>Parent Central Services</b>			
Food Program	(254) 287-7130		
Clear Creek CDC	(254) 553-9443		
<b>Meadows CDC (with Muskogee SAC ME)</b>	(254) 553-8353		Mission Essential (ME) Patrons Only
Montague CDC	(254) 288-6489		
Fort Hood CDC	(254) 287-8771		
Fort Hood CDC Annex	(254) 553-9556		
Kouma SAC	(254) 285-6017		
Muskogee SAC	(254) 553-7706		
Venable SAC	(254) 616-5943		
Walker SAC	(254) 287-7950		
Bronco YC	(254) 287-6745		
Comanche YC	(254) 287-5834		
High Chaparral Youth Center	(254) 287-5646		
Montague SAC/Youth Center	(254) 553-7662		
Youth Sports	(254) 288-3770		
Skies Programs	(254) 288-1593		
<b>Community Recreation Division</b>			
Apache Arts and Crafts	(254) 532-2586		
BOSS Program	(254) 287-0270		
Recreation Equipment Checkout	(254) 287-1853		
Casey Memorial Library	(254) 287-0025		
Abrams Fitness Center	(254) 288-2880		
All Pools (indoor and outdoor)	(254) 285-5942		
Grey Wolf Fitness Center	(254) 287-0194		
West Fort Hood Fitness Center	(254) 553-2010		
Burba Fitness Center	(254) 287-8298		
Harvey Fitness Center	(254) 287-0195		
Kieschnick	(254) 287-5493		

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Starker	(254) 287-9639		
Applied Fitness Center	(254) 287-5586		
Iron Horse Fitness Center	(254) 287-1346		
<b>North Fort Hood Fitness Center</b>	(254) 285-6846		Open (Social distancing)
<b>North Fort Hood Recreation Center</b>	(254) 288-0111		Open (Social distancing)
Fitness Classes			
Intramural/Varsity Sports	(254) 286-5760		
<b>BLORA</b>	(254) 287-2523		Existing Travel Camp residents only. BLORA Grounds Closed
<b>West Fort Hood Travel Camp</b>	(254) 288-9926		Existing Travel Camp residents only.
Adventure Programs	(254) 287-4126		
Leisure Travel Services	(254) 287-7310		
Sprocket Auto Crafts	(254) 287-0011		
<b>Directorate of Human Resources (DHR)</b>			
DHR Main Office	(254) 287-5103 / (254) 287-1809		
Work Force Development	(254) 287-5103 / (254) 287-1810		On Call
<b>ASAP Services ((254) 287-3378)</b>			
Employee Assistance Program			
Drug Testing (Military)			At Unit Commander's Request
Drug Testing (Civilian)	(254) 287-3378		New Hire Only
Prevention & Education (Military)			Interactive Role Play 1 Apr CXL
Prevention & Education (Civilian)			Suicide Prevention Training and Substance Abuse Training
Risk Reduction			
<b>Military Personnel Division</b>			
Casualty	(254) 288-5609		Next CAO/CNO Course is 22-24 Apr
Reassignments	(254) 287-2910		Reduced Staffing
Passports Bldg 130	(254) 702-1818		Emergency On Call
Separation (ETS, Retirements, Chapters)	(254) 287-6125		Open (Social distancing)
Out Processing	(254) 287-4628		Open (Social distancing); calls encouraged
ID Cards	(254) 287-2518		Appointment Based; emergencies call for appointment
DRC	(254) 285-6574		
Retirement Services	(254) 338-1003		Emergency contact #254-338-1003
Mil Per Ctr (PSDR) Bldg 130	(254) 288-7375		Reduced staffing - ID Cards Closed
FOIA/Privacy Act/Postal Meter/Publications Oversight	(254) 287-1809 / (254) 258-8401		Emergency On Call
<b>Education Services Division ((254) 287-7329)</b>			
Computer Lab			
SDC Facility Management, Scheduling and Supply	(254) 287-7329		
Basic Skills Education Program (BSEP)			Students can attend on-line courses
Testing			
Optional Briefings			
ETS/Retirement Briefings			<a href="https://fhesd_appt.timetap.com">https://fhesd_appt.timetap.com</a>
Counseling - Go Army ED, TA, CA, Credentialing			
College Courses (In classroom)			
<b>Soldier for Life - Transition Assistance Program ((254) 288-6735)</b>			
VOW ACT Workshop	(254) 288-6735		<a href="https://jkodirect.jten.mil">https://jkodirect.jten.mil</a> ; Executive VOW Workshop - 18 May
Counseling	(254) 288-2227		Virtual/Telephonic/Email
CSP Employer Briefings			
Marketing / Employer Engagement			
Job Fairs			

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<b>Directorate of Public Works (DPW) - (254) 287-2113</b>			
All Work Orders (Non-Family Housing)	(254) 287-2113		Execute Priority 1. Priority 2s by exception. All others deferred.
Family Housing Work Orders			Priority 1s only.
Custodial Services			
Solid Waste Services			
Recycle Collection			
Recycle Processing			Limited or deferred processing
Pest Management Services			
Animal Control Services			
Unit Pollution Prevention Services			By appointment only; procedures to be distributed ASAP.
<b>Directorate of Plans, Training, Mobilization and Security (DPTMS)</b>			
Mobilization & Demobilization Operations	(254) 287-4445		
Range Operations	(254) 287-3130		
Training Support Center	(254) 287-5669		
Mission Training Complex	(254) 288-6715		
DA Photos	(254) 288-0359		
Fingerprinting	(254) 286-5377		
Installation Operations Center (IOC)	(254) 287-2520		
<b>AAFES Operations</b>			
Main Exchange	(254) 532-7200		New hours (0900-1800 Monday-Sunday)
MCS	(254) 532-3920		
Furniture Store	(254) 532-8100		
Movie Theaters	(254) 532-0052		
Clear Creek Food Court	(254) 532-0052		Take Out/Drive Thru, and Delivery (if offered)
TJ Mills Food Court	(254) 532-1321		Take Out/Drive Thru, and Delivery (if offered)
Dual Food Court	(254) 532-1993		Take Out/Drive Thru, and Delivery (if offered)
1st CAV Burger King	(254) 532-2016		Take Out/Drive Thru, and Delivery (if offered)
Dunkin Donuts	(254) 532-0021		Take Out/Drive Thru, and Delivery (if offered)
Warrior Way Dominos Pizza	(254) 532-4444		Take Out/Drive Thru, and Delivery (if offered)
67th St Dominos Pizza	(254) 532-2332		Take Out/Drive Thru, and Delivery (if offered)
WFH Pizza Hut	(254) 213-3881		Take Out/Drive Thru, and Delivery (if offered)
Hospital Starbucks	(254) 532-1956		Take Out/Drive Thru, and Delivery (if offered)
Class Six	(254) 532-5962		
Ill Corps Express	(254) 532-1440		24hr Express
Kouma Express	(254) 526-2677		
Warrior Way Express	(254) 526-4751		
Clear Creek Express	(254) 532-7353		
19th St Express	(254) 532-9510		
67th St Express	(254) 532-2042		
Hospital Express	(254) 532-1957		
37th St Express	(254) 532-8918		
Comanche Express	(254) 532-3089		
WFH Express	(254) 519-1357		
WFH Troop	(254) 539-5390		
Waco Express	(254) 666-8466		
Pershing Park	(254) 539-4016		
NFH Express	(254) 532-1320		
Paul Mitchell Salon	(254) 532-2426		
Coast Dental	(254) 285-2014		Emergency cases only
GNC	(254) 532-1589		
Great Clips	(254) 285-2066		
DME Medical Supply	(254) 213-4210		
H&R Block- Main Store	(254) 532-8651		Other locations closed- bldg.136,19th St, 1st Cav
Save Cleaners	(254) 532-2502		
Military Customs	(254) 247-8712		
US Cryotherapy	(254) 213-3446		
Ok! Cigar	(254) 781-2424		
Game Stop	(254) 532-2426		
Truly Texas	(254) 532-2426		
Pro Image	(254) 532-2426		
Anthony Joseph Jewelers	(254) 532-2426		
Patriot Outfitters- NFH	(254) 532-2426		
Patriot Outfitters- Main Store	(254) 532-2426		
Wandering Cowboy	(254) 532-2426		

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Installation Services	Contact	Status	Comments
Trophy Shop	(254) 532-2426		
Tech Fix	(254) 532-2426		
Chief House of Cards	(254) 532-2426		
Optical Shop	(254) 532-2426		
<b>Partnered Organizations</b>			
USO	(254) 768-2770		Centers Closed. Quarantine support ongoing.
American Red Cross	(254) 287-0400		Telephone assistance available
Warrior Way Commissary			100% ID check and no guest shoppers
Clear Creek Commissary			100% ID check and no guest shoppers
<b>Logistics Services - 407th AFSBn</b>			
Subsistence Supply Management Office	(254) 287-6595		
Central Issue Facility	(254) 287-1060		Controlled Processing/In & out processing by appointment only
Ammunition Supply Point	(254) 286-5601		
Ground Fuel Points	(254) 288-2667		
Installation Property Book Office	(254) 287-3490		
Dining Facilities	(254) 287-6595		Carry out only
Transportation Motor Pool	(254) 287-6319		Reduced manning in the office
Rail Operations Center	(254) 288-3388		
Airfield Arrival Departure Control Group (AADCG)	(254) 288-1118		
Central Receiving Point/Freight	(254) 553-1921		
Unit Movements Section	(254) 287-7856		
Passenger Travel	(254) 286-5947		
Installation/Post Shuttle	(254) 287-2804		
Personnel Property Shipping Office (PPSO)	(254) 287-6152		Virtual Briefings/By appointment Only
Installation Maintenance	(254) 287-9998		
<b>Directorate of Emergency Services (DES)</b>			
<b>Access Control Points (ACPs) - Automated Installation Entry (AIE) only processing at all ACPs</b>			
Bernie Beck Main Gate	(254) 287-8012		
East-Gate TD & Hood			
SH 195 Gate			0500 - 1800 M-F Only
Clear Creek Gate			
Warrior Way			0500 - 1800 M-F Only
East Range Gate			
Santa Fe Gate			
West Range			
TD & New Railhead			
Clarke & 190 (North)			
Clarke & 190 South			
Clarke (North)			
Old Copperas Cove Road			0500 - 1800 M-F Only
Mohawk Gate			
North Fort Hood			
North Fort Hood Visitors Center			
79th Street Gate			0500 - 1800 M-F Only
<b>Emergency Services Training</b>			
Fire Marshal Classes	(254) 288-3327		
Unit Fire Safety classes	(254) 288-3327		
Physical Security Inspections	(254) 287-4900		
Monthly Arms Room and Key Control	(254) 287-4900		
Unit Armorer class support	(254) 287-4900		
ACP Soldier Guard class	(254) 553-0469		
Fire Prevention Inspections	(254) 288-3327		Fire inspections limited to only high hazard facilities.
<b>Resource Management - (254) 247-5367</b>			
Financial Operations			Telework in use; available via email.
Program & Budget Execution			Telework in use; available via email.
Contract Management			Telework in use; available via email.
Manpower			Telework in use; available via email.
Agreement			Telework in use; available via email.
Payroll Support			Telework in use; available via email.

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Installation Services	Contact	Status	Comments
<b>Directorate Aviation Operations (DAO)</b>			
Flight Simulation Training	(254) 288-6936		
Hood Army Heliport Mgmt/Ops	(254) 288-3811		
Hood Army Heliport ATC	(254) 287-7715		
Robert Gray Army Airfield Mgmt/Ops	(254) 288-1432		
Robert Gray Army Airfield ATC	(254) 288-1220		
Robert Gray Army Airfield Base Operations	(254) 288-9200		
<b>Equal Employment Opportunity - (254) 287-1245 / (254) 289-5613</b>			
Customer Service Operations			Available via Phone
<b>Religious Services - (254) 288-6545</b>			
Group Religious Services			Group Religious Services streamed on-line via Facebook Live; augmented by Pastoral Leadership. All in-person Group Religious Services suspended.
Religious Education			Weekly Religious Education Programs: suspended.
<b>Garrison Safety Office</b>			
Customer Service Operations	(254) 287-3323		Workplace / Site visits
Motorcycle and POV Training	(254) 287-3343		
<b>MICC Contracting</b>			
Contracting Office	(256) 527-7512 or (254) 288-2399		Telework in use; available via phone/email.
Government Purchase Card	(254) 681-5796		Telework in use; available via phone/email.
<b>Legal Services</b>			
Tax Center			All tax center operations suspended until 6 April 2020
Claims			New claims will not be accepted until 6 April 2020
Legal Assistance Office			No in-person appointments. Virtual appointments only until 6 April 2020. Email requests to: USArmy.Hood.III-Corps.mbx.SJA-Legal-Asst@mail.mil
<b>Civilian Personnel Advisory Center (CPAC) - (858) 705-7215</b>			
Customer Service Operations			Telework in use; available via phone/email.
<b>Network Enterprise Center (NEC) - (254) 287-7109</b>			
Customer Service Operations			Closed to walk-in traffic; Appointment only for mission essential service requests