

Family and MWR Child and Youth Services – Frequently Asked Questions

Q. What is your office location, hours and contact information?

A. We are located on Patch Barracks, building 2347, CIV:+49 (0)9641-70-596-7480 or +49 (0)9641-70-596-7488 or DSN: (314)596-7480/7488

Email address: usarmy.stuttgart.id-europe.mesg.parent-central-services-dl@mail.mil

Office Hours: Monday, Tuesday, Wednesday, Friday from 8 a.m. – 5 p.m. and Thursdays 11 a.m. – 5 p.m.
Please call to schedule your appointment!

Q. I am new to the area and I need childcare, what do I do?

A. All requests for childcare must be done via www.militarychildcare.com. Families will need to create an account and do a request for care. Stuttgart CYS has 3 CDC's that offer full day care, 1 CDC that offers Part Day/Part Time care, and 4 School Age programs.

Q. Where can I locate the forms needed to do a registration or enrollment with CYS?

A. All registration forms are found on the following web page <https://stuttgart.armymwr.com/programs/parent-central-services>. Once on the web page click on the Registration and Forms link. All registration forms can be completed online and emailed to our office, once we receive documents we will contact you via email within 2 business days for an appointment to complete the process or inform you if additional documents are needed.

Q: My child attended childcare at another installation, do I need to register him or her with CYS Stuttgart?

A. Yes, if you wish for your child to use any CYS program here at USAG Stuttgart, to include, Sports, SKIES and hourly care you will need to do a registration for this installation.

Q. I registered my child last year how long will the registration last?

A. All registrations for CYS are good for 1 year. Each year you are required to do a re-registration. If your child is in a CDC/FCC/SAC program- each year you will also have to provide updated financial information or proof of employment for both sponsor and spouse.

Q. I am on the waitlist for childcare when will I get a spot?

A. Child care is offered contingent upon available spaces within each program.

Q. I am on all of the waitlists, but was not offered childcare at a preferred location, what should I do?

A. Take the space you were offered. Parent Central Services will keep you on an internal preference for care list. If a space becomes available at your preferred location we will contact you and coordinate enrollment in the new program.

Q. Can I register my child(ren) for Sports without a Sports Physical?

A. Yes, however, the Sports Physical will be due before the first practice or team event.

Q. Why do I need to provide my LES/ Civilian Paystub?

A. The purpose of your LES/Civilian Paystub is to calculate your childcare fees. This calculation is based on your most current full month of income. This information is needed for spouse/partners and/or all adults in the same household who financially contributed to the welfare of the child.

Q. What if I do not want to provide my income information because I am in highest fee category?

A. For Family members who do not disclose financial information, you must provide proof of employment. This can be done in the form of a letter from your employer or a copy of your most recent LES/Civilian Paystub with all financial information redacted.

Q. I am not married but reside with my child's other parent do I need to provide their income at registration and re-registration?

A. Yes, proof of income is required from all adults in the same household who financially contribute to the welfare of the child.

Q. I need to out process the installation, what do I need to do?

A. You can email us your out-processing form we will sign it and return it to you. If you prefer to come into the office you can call and make an appointment.

Q. What is the webtrac link to make payments, register for SKIES and/or Sports?

A. <https://webtrac.mwr.army.mil/webtrac103/Stuttgartcyms.html>

Q. Are Family Care Plans a requirement?

A. Yes, a Family Care Plan DA Form 5305 or service equivalent is required for all dual and single military parents registered in a care program. Family Care Plans are required to be updated annually. New Families enrolling into CYS programs are given 30 days to provide CYS with a Family Care Plan.

Q. My child is currently enrolled in a CYS program, how do I renew my registration?

A. All registration forms are found on the following web page <https://stuttgart.armymwr.com/programs/parent-central-services>. Once on the web page click on the Registration and Forms link. All registration forms can be completed online and emailed to our office org box at usarmy.stuttgart.id-europe.mesg.parent-central-services-dl@mail.mil once we receive documents we will contact you within 2 business days via email for an appointment to complete the process or inform you if additional documents are needed.

Q. I have a child enrolled in a care program and my spouse is a student what proof do you need from me?

A. For students our office will need proof of enrollment in an accredited post-secondary institution. Proof of enrollment will be required every 90 days.