



National Military Family Association

March 10, 2025

Senator Dan Sullivan
Chairman
Subcommittee on Readiness
Senate Armed Services Committee
U.S. Senate
Washington, DC

Senator Mazie Hirono
Ranking Member
Subcommittee on Readiness
Senate Armed Services Committee
U.S. Senate
Washington, DC

Dear Chairman Sullivan and Ranking Member Hirono:

The National Military Family Association is the leading nonprofit organization that advocates to strengthen military families and solve the unique challenges of military life. Hundreds of thousands of military families will be moving this summer wherever the military sends them— and the moving system currently in place is not ready to support them. We are deeply concerned that a lack of capacity within the Global Housing Contract (GHC) is negatively impacting families as they plan for military-ordered Permanent Change of Station (PCS) moves. We recommend pausing implementation of the GHC until a Congressionally mandated review of the program by the U.S. Government Accountability Office (GAO) can be completed.

We appreciate that the GHC was instituted with the intention of providing a single point of authority for executing military moves, thus offering greater transparency and accountability to families. However, in practice, the GHC has not lived up to expectations. Families are reporting more concerns than ever before about poor to no communication from their movers, lack of assigned movers, and -- if their home is packed up at all -- worries about the location of their household goods. At this writing, only 1,400 military moves have been completed under the GHC – a tiny fraction of the moves that will take place during peak PCS season this summer and only a portion of those assigned to them so far. We are concerned that the GHC has not demonstrated the capacity to successfully execute the hundreds of thousands of moves military families will make this spring and summer.

Those concerns have prompted action by the Services, which recently announced that they are shifting all moves that do not have a 21 day lead time away from the GHC to the legacy Defense Personal Property System (DPS) in order to mitigate the disruption to service members and their families – a clear indication that the Services lack confidence that the GHC has the capacity to successfully execute PCS moves in a timely manner.

While few moves have been performed under the GHC, those moves that have taken place have been rife with problems. NMFA has heard from families who have been unable to schedule moves, face long delays in delivery of their household goods, or incur out of pocket costs to arrange their moves themselves.

Samantha, an Air Force spouse, shared the following story with us:

I did not get notified of my packing day. The only information I was sent was one email on January 10th, 2025 with the wrong packing date. When I called to confirm the packing day (original request date was January 13th) I was told "The email was an error. Don't worry we'll call you back for your original packing date". I was never contacted back about my move after that point. On January 13th, no moving company showed up to my home. I had to call HomeSafe crying and begging them to find someone to come pack my house before the 15th of January and finally they hired 2 men to pack my 3 bedroom house on January 14th, 2025.

It is now February 5th 2025 and I still have not received my shipment of my home goods. I have been calling HomeSafe since 22 January with no avail. The only information I have gotten is that my shipment is "in transit". Which indicates that my shipment has not even left the state of Florida. It was packed 3 weeks ago and I have spent 2 weeks at my new duty station without any beds, cookware, or other necessities. Additionally, at this point in time, I still have absolutely no estimated time of delivery or tracking information of my things.


Other families report to us that they have been forced by a lack of available movers to arrange their own Personally Procured Move (PPM), often at the last minute and incurring significant out of pocket costs. The reimbursement rates set under the GHC are not enough to cover the cost of a PPM in many cases, forcing families to either shoulder those costs themselves or face the uncertainty of scheduling a move through the GHC. We are very concerned about the financial impact on families if the reimbursement rates do not accurately reflect the cost of executing a move. Families should not have to face a financial penalty because they have orders to move.

Military families already undergo immense upheaval when relocating, often on strict timelines dictated by military requirements. When relocations are delayed, families' lives are thrown into chaos – leases expire, report dates approach, and families are left scrambling to make arrangements and meet obligations. All of this is detrimental to readiness and retention. To stay mission-focused, service members need the assurance that both they and their household goods will arrive at their new duty stations on a timeline consistent with their orders, with a minimum of stress and frustration, and without unplanned financial burden.

We appreciate that Congress directed the GAO to conduct a review of the GHC and assess its capacity to execute moves as required. However, that report will not be completed until the fall of this year – well after the peak summer moving season. We believe that the wisest course of action is to pause the GHC while GAO conducts its analysis. We are hopeful that the GAO report will identify the causes of the systemic failures in the GHC and recommend solutions to improve military families' experience with relocation.

We appreciate your close oversight of the moving process and the GHC contract. We would welcome the opportunity to meet with you and share what we are hearing from families. If you would like to discuss this issue, please contact Government Relations Acting Director Eileen Huck at ehuck@militaryfamily.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Besa Pinchotti", is centered below the word "Sincerely,".

Besa Pinchotti

Chief Executive Officer

National Military Family Association