

JOINT BASE SAN ANTONIO

# Community Connection Events

*#1 Place to Work, Train & Live*





MILITARY COMMUNITIES

**Fort Sam Houston Family Housing**

**March 2024**



# 2024 Initiatives



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## RESIDENT EXPERIENCE

- Warm Calls
- Improved Resident Events
- Regular Resident Updates

## SERVICE TICKETS

January 2023-December 2023 Completion

Tickets:

- Emergency- 3,786
- Routine- 10,557
- Overall- 14,343

## CURB APPEAL

- Landscaping
- Tree and Shrub Work
- Playground Mulch

## MAINTENANCE

- Changed Work Order Assignment Process
- Annual Preventative Maintenance Program
- Zoning Technicians



# 2024 Resident Communication



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- Our team is committed to improving communication with you. Here are all the ways we correspond with you:
  - Website –
    - Events calendar
    - Ability to submit routine service requests
    - Hunt Safety Zone with safety tips
    - Resident forms and resources
    - Career options
  - Facebook –
    - Events
    - Resident updates
    - Messenger for questions, we do not monitor this page for work orders please ensure to call or submit them online
  - Email –
    - Primary source of resident updates
    - Used for mass communication from us and the base
  - Phone Calls –
    - We will call just to see how we are doing
  - Resident App

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# Personnel Services

POC: Capt Anthony Garcia at 210-837-0366



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## **JBSA-LACKLAND MPS:**

- ID Cards: Mon-Wed (Appt & Walk-Ins): 0730-1500; Fri: 0730-1200
- Military Personnel Section: Mon-Thurs: 0730-1500; Fri: 0730-1200

## **JBSA-RANDOLPH MPS:**

- ID Cards: Mon-Thurs: 0730-1500; Fri: 0730-1200
- Military Personnel Section: Mon-Thurs: 0730-1500; Fri: 0730-1200

## **JBSA-FT SAM HOUSTON JPPC:**

- MPD ID Cards: Mon, Tues, Weds, Friday: 0730-1500; Thurs: 0730-1200
- MPD (Army): Mon, Tues, Weds, Friday: 0730-1500; Thurs: 0730-1200
- PSD (Navy): Mon, Tues, Weds, Friday: 0730-1500; Thurs: 0730-1200
- MPS (Air Force): Mon-Thurs: 0730-1500; Fri: 0730-1200



802d Military Personnel Flight  
[WWW.JBSA.MIL](http://WWW.JBSA.MIL)

**Three locations to support our military community**

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# Online ID Card Renewal

POC: Capt Anthony Garcia at 210-837-0366



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Sponsors can renew eligible dependent ID cards online and have the new card mailed to them directly!

- Dependent must already be enrolled in DEERS
- Sponsor cannot replace their own ID Card (just the dependents)
- Dependents **17 years** and under need a **photo less than 12 years old** in DEERS
- Dependents **18 years** and over **two forms of ID** and **photo less than 12 years old** in DEERS

## Instructions:

Sponsors follow the below instructions to order their dependent's ID Card:

- Search <https://idco.dmdc.osd.mil/idco/> (or scan QR code)
- Select the "Family ID Cards" hyperlink
- Select DS login or CAC
- Enter your information
- Select "Request New ID" next to the desired dependent
  - System will notify you if you meet new requirements
  - If approved, DMDC will process and mail the ID to the address on file in DEERS (two week turn around)
    - The local ID card office **IS NOT** involved in this process at all
  - Please do not request a dependent's ID at an ID Card office if you began this process online



RAPIDS ID Card Office Online

[www.jbsa.mil/Resources/802d-Military-Personnel-Flight/ID-Cards](http://www.jbsa.mil/Resources/802d-Military-Personnel-Flight/ID-Cards)

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# Military & Family Readiness Centers



POC: Frances Anderson, 210-221-2705

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JBSA-Fort Sam Houston  
3060 Stanley Rd., Bldg. 2797  
210-221-2705

JBSA-Lackland  
1550 Wurtsmith St., Bldg. 5725  
210-671-3722

JBSA-Randolph  
555 F Street West, Bldg. 693  
210-221-2705

Joint Base San Antonio

## VOLUNTEER *Awards* CEREMONY

APRIL 17 • 1 PM

JBSA-FORT SAM HOUSTON THEATRE  
2472 STANLEY RD, FORT SAM HOUSTON, TX 78234

Join us to honor JBSA Volunteers as we present them with awards to recognize and thank them for their countless hours of service and the significant positive impact they have within our community.

POC: Alma Guivas – [alma.guivas@us.af.mil](mailto:alma.guivas@us.af.mil)



### M&FRC HOSTS QUARTERLY EMPLOYER SHOWCASE

**MARCH 14 11 AM TO 1 PM**

Grab your lunch and join community partners in Healthcare and IT to learn about current trends, hiring practices, tips and tools for your job search/career change. Limited seating available. Call to register.

 Fort Sam Houston–Military & Family Readiness Center  
3060 Stanley Rd. Bldg. 2797

 210-221-2705

POC: Senaida Silva – [senaida.silva@us.af.mil](mailto:senaida.silva@us.af.mil)

LEARN MORE



M&FRC Facebook  
[www.Facebook.com/mfrcjbsa](http://www.Facebook.com/mfrcjbsa)



M&FRC Calendar of Events  
[www.Jbsa.mil/resources/military-family-readiness](http://www.Jbsa.mil/resources/military-family-readiness)

**(210) 221-2705**

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# JBSA Recruiting Events

## Family & Service Members

POC: Walter Rogers, [walter.rogers.3@us.af.mil](mailto:walter.rogers.3@us.af.mil)

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**3/13/2024:** Ask-A-Lawyer Legal Clinic, 0900-1200, VA ALM, 7400 Merton Minter, 3rd Floor

**3/13/2024:** UTSA Coffee with Vets, 0900-1100, UTSA Veteran Lounge John Peace Library

**3/15/2024:** Veterans Coffee Hour, 0900-1000, 1701 Austin Highway San Antonio, TX 78218

**3/21/2024:** Fort Sam Houston Military & Family Career Fair, 1000-1400  
Location: 1395 Chaffee Road San Antonio, TX 78234

**4/03/2024:** JBSA Hiring Event, 0900-1500, Norris Conference Center  
Location: 618 NW Loop 410, San Antonio, TX 78216

**4/10/2024:** UTSA Coffee with Vets, 0900-1100, UTSA Veteran Lounge John Peace Library

**4/10/2024:** Ask-A-Lawyer Legal Clinic, 0900-1200, VA ALM, 7400 Merton Minter, 3rd Floor

**4/25/2024:** Job Fair Fort Sam Houston DAV Recruit Military, 1300-1700  
Location: Sam Houston Community Center, Corporal Johnson Rd.



# Navigating Childcare at JBSA



POC: Andrea Nicholas, 210-380-1101

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Family ▾ Fitness ▾ Food ▾ Fun ▾ FSS ▾ BMT Events ▾ The Great Texas Air Show



## CHILD DEVELOPMENT PROGRAM

QUALITY | DEVELOPMENTAL | AFFORDABLE

[JBSAtoday.com/child-development-program](https://JBSAtoday.com/child-development-program)

LACKLAND

FORT SAM HOUSTON

RANDOLPH

### How do I navigate JBSA childcare options?

MilitaryChildCare.com (MCC) is a Department of Defense website for military families seeking child care. This site will allow families to search for and request care from a wide range of military operated and military subsidized child care options across all Services to include Child Development Centers, School Age Programs, and Family Child Care Homes. Additional benefits from Child and Youth Programs (CYP) are standardized procedures for effective waiting list management, expedited placement of children and youth into available programs, and enhanced daily operations for programs.

[MilitaryChildCare.com \(MCC\)](https://MilitaryChildCare.com)

[Navigating CYP Options](#)

For more information or assistance, please contact Andrea Nicholas, JBSA Community Child Care Coordinator, at 210-380-1101.

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# 502 FSS Operations Updates



POC: Andrea Nicholas, 210-380-1101

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## JBSA CDCs:

**FCC** serves as waitlist mitigation and alternative hours care options. Currently 11 FCC homes supporting 56 Children.

## JBSA Youth Programs Partnership Initiatives:

### **Pre-K For SA:**

Developing MOU to formalize partnership to expand availability of off-installation community childcare.

AFSVC and HAF/A1S coordination required.

### **Brighton Center:**

Developing MOU to allow expedited, direct placement at Brighton Center for children with special needs seeking childcare through support of the Inclusion Action Team (IAT) process and panel decision.

### **Kids Included Together (KIT):**

DAF Pilot Program provides quarterly inclusion training through KIT Academy.

## Family Child Care (FCC):

- \$100 per week for each family household member younger than 2, \$75 for ages 2-7
- Become Provider \$300
- Enroll from waitlist – one-time \$200
- Recruit new provider - \$500 after certified for 90 days
- Receive \$1000 for initial accreditation, \$750 re-acc through NAFCC

**Visit: [militarychildcare.com](https://militarychildcare.com)**

## Constructing Three New CDCs (NDAA)

- **Fort Sam Houston**  
Ground Breaking Ceremony Late Mar 2024  
Grand Opening End of 2025
- **Lackland** – FY26
- **Randolph** – FY 27
- 305 Spaces each CDC



# Upcoming Events/Opportunities



POC: marketing2@us.af.mil

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Never miss a 502 FSS  
event again!

Like, follow or subscribe to our  
social media channels



@JBSA502FSS

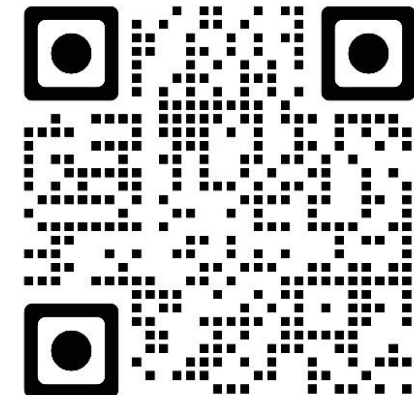


@JBSA502FSS



@502FSSSocialMedia

[www.JBSAToday.com](http://www.JBSAToday.com)



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# Five & Thrive / Arrive & Thrive



POC: Frances Anderson, 210-221-2705

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