

JBSA

LEGACY

WWW.JBSA.MIL

JOINT BASE SAN ANTONIO

SEPTEMBER 13, 2019



COURTESY PHOTO

Lt. Gen. Laura Richardson, U. S. Army North (Fifth Army) commanding general, met with leaders at the Federal Emergency Management Agency Region IV Regional Response Coordination Center Sept. 4 to discuss Hurricane Dorian response efforts in Florida, Georgia, South Carolina and North Carolina. Members of U.S. Army North (Fifth Army) have been participating in preparations for Hurricane Dorian hitting the eastern seaboard of the United States.

ARNORTH participates in hurricane preparation Page 13



410th CSB returns from Afghanistan deployment
Page 8



Former POW addresses 433rd AW deployers
Page 16

Executive order improves access to mental health resources

By David Vergun
DEFENSE.GOV

An executive order signed last year by President Donald J. Trump has already been especially helpful to transitioning service members, said Karin Orvis, the director of the Defense Suicide Prevention Office.

Orvis spoke at the 2019 VA/DOD Suicide Prevention Conference in Nashville, Tennessee, Aug. 29.

Executive Order 13822, "Supporting Our Veterans During Their Transition From Uniformed Service to Civilian Life," directs the Departments of Defense, Veterans Affairs and Homeland Security "to come together and ensure we have seamless access to mental health care and suicide prevention resources for transitioning service members

and recent veterans, particularly during their first year of transition after separation or retirement," she said.

The first year of transition is particularly stressful for many service members, Orvis noted.

After the executive order was signed, the three departments drafted a joint action plan that contained 16 initiatives, she said, noting that 10 initiatives have already been completed.

The plan has two broad goals:

- ▶ First is to ensure all transitioning service members and veterans are aware of and understand the mental health resources available to them.
- ▶ Second is meeting the needs of at-risk service members and veterans, to include improving mental health care and suicide prevention services, particularly for those identified as high risk.

Orvis provided two

examples.

The Transition Assistance Program has been enhanced to include information on VA benefits, she said, particularly mental health resources for the first year after separation and beyond. TAP provides information, training and resources to service members as they plan to transition from the military into civilian life.

Also as part of TAP, there's also now a facilitated registration in the VA health care system that walks service members through the process of registering for VA benefits, Orvis said.

TAP also focuses on providing psychosocial help, including peer support, for individuals at high risk and in need of support, she said.

Other areas of the program focus on identifying and assisting veterans who might be

at risk for homelessness, in need of transportation or assistance with unemployment benefits, Orvis said.

There's also now a mandatory separation health assessment included in TAP that must be completed by all transitioning service members no later than 180 days before their separation date, she said.

The assessment includes a mental health component.

Second, Military OneSource availability has been extended. It was originally offered to service members for only up to 180 days after separation or retirement. It's now available for a full year, and offers help with taxes, spousal employment, a variety of training and education and relocation assistance. There is also help for those who are having interpersonal or relationship issues.

Health coverage changes at age 18 include privacy protection

By Lesley Atkinson
KENNER ARMY HEALTH CLINIC

Military dependents still covered by TRICARE at age 18 have greater responsibility for managing their own health care needs, and privacy of their medical information becomes law under the stipulations of the Health Insurance Portability and Accountability Act, typically referred to as HIPAA.

Nicole Miles, a medical support assistant at the Kenner Family Medicine Clinic at Fort Lee, Virginia, is well versed in the youth-to-adult transition under TRICARE because she helps patients daily with appointment scheduling, referral requests, verification of beneficiary coverage and more.

The topic of what happens when a dependent turns 18 comes up often, and she professionally points out that they are now an adult with new rules and requirements associated with their health care.

"Most don't know their young adults have been moved over by Humana from Pediatrics to Family Medicine until they call to make an appointment," Miles said. "At age 18, they are now able to make their own appointments, set up their own TRICARE

and Humana account, and handle their medical records."

If parents want to have access to their child's information, they must have a healthcare power of attorney, Miles emphasized. Without that, the staff can't discuss any health issues related to their adult child.

Another rule of the commonwealth most parents aren't aware of is that under Chapter 29 of Title 54.1, Code of Virginia Medicine, it is stated that a minor 14 years of age or older is physically capable of giving consent for medical services. In other words, for a parent to go back into the exam room, the adult child must give permission.

Additionally, minors over the age of 14 can consent to medical or health services for the following:

- ▶ To determine the presence of or treat venereal disease or any infectious or contagious ailment that the State Board of Health requires to be reported.
- ▶ Birth control, pregnancy or family planning except for the purposes of sexual sterilization.
- ▶ Outpatient care, treatment or rehabilitation for substance abuse.
- ▶ Outpatient care, treatment or rehabilitation for mental illness or emotional disturbance.

Another area where confusion often exists is what happens when the young adult goes off to college but remains a Kenner Army Health Clinic beneficiary. "That's where having that TRICARE Online account comes in really handy," Miles noted. "It is possible for the parent to schedule an appointment if they have a copy (front and back) of the individual's ID card. They can't use theirs even though they're the sponsor."

TRICARE states that if a dependent youth is heading to college, he or she has 90 days to update their health plan. The "student status" must be reflected in the Defense Enrollment Eligibility Reporting System, also known as DEERS. They need a letter from the school registrar's office stating they are enrolled full-time in an accredited college in pursuit of an Associate's Degree or higher. The sponsor must show he or she is providing more than half of their financial support. This information must be provided at an ID card issuing facility. Visit MilConnect for further details.

Additional information on this topic is available on the TRICARE Online website. The medical support assistants in pediatrics and the family medicine clinic also can assist beneficiaries.

JBSA LEGACY

Joint Base San Antonio
Editorial Staff

502nd Air Base Wing
and JBSA Commander
BRIG. GEN.
LAURA L. LENDERMAN

502nd ABW/JBSA
Public Affairs Director
MAJ. KIM BENDER

502nd ABW/JBSA
Chief of Command
Information
JET FABARA

Editor
STEVE ELLIOTT

Staff

2ND LT. CHRISTIAN EBERHARDT

MASTER SGT. TYRONA LAWSON

TECH. SGT. AVE YOUNG

AIRMAN 1ST CLASS SHELBY PRUITT

AIRMAN 1ST CLASS DILLON PARKER

DAVID DEKUNDER

ROBERT GOETZ

BRIAN LEPLY

JBSA LEGACY
ADVERTISEMENT OFFICE
EN COMMUNITIES
P.O. BOX 2171
SAN ANTONIO, TEXAS 78297
210-250-2052

This newspaper is published by EN Communities, a private firm in no way connected with the United States Air Force, under exclusive written contract with Joint Base San Antonio (JBSA). This civilian enterprise newspaper is an authorized publication for members of the United States military services. Content of the publication is not necessarily the official view of, or endorsement by the United States Government, the Department of Defense or the Department of the Air Force.

The appearance of advertising in this publication, including inserts or supplements, does not constitute endorsement by the Department of Defense, the Department of the Air Force or EN Communities, of the products or services advertised.

Everything advertised in this publication shall be made available for purchase, use or patronage without regard to race, color, religion, sex, national origin, age, marital status, physical handicap, political affiliation or any other nonment factor of the purchaser, user or patron.

Editorial content is edited, provided, and/or approved by the JBSA Public Affairs Offices within the 502nd Air Base Wing. All photographs are Air Force photographs unless otherwise indicated.

Feedback Fridays

By Brig. Gen. Laura L. Lenderman

502D AIR BASE WING AND JOINT BASE SAN ANTONIO
COMMANDER

Feedback Fridays is a weekly forum that aims to connect the 502D Air Base Wing with members of the Joint Base San Antonio community. Questions are collected during commander's calls, town hall meetings and throughout the week.

If you have a question or concern, please send an email to RandolphPublicAffairs@us.af.mil using the subject line "Feedback Fridays." Questions will be further researched and published as information becomes available.

Personnel Issues

Q. Recently Maintenance Worker WG personnel received notice they would be getting a pay raise/COLA related. In the past several weeks, we have asked management and union member leaders the same question, and have only come to one conclusion — maybe we are not asking the right people.

Is it true that Maintenance WG personnel will be getting this pay raise? Only those working on the flight line arena were notified of such a raise. The same pay raise/COLA incentive excluded others of the same pay grade.

We keep hearing that the white shirts in the fight line of work are among the few that support their people in all aspects, especially when it comes to the COLA subject. The picture we get is that all other GS personnel are already getting a COLA incentive, so if it happened to others fine, if not, oh well.

Can you shed some light on this subject? Maybe this has already been addressed and several of us missed it.

A. Thank you very much for voicing your concerns, and giving us the opportunity to clear up any misconceptions.

The Office of Personnel Management, or OPM, may establish higher rates of basic pay for a group or category of Federal Wage System, or FWS, positions in one or more geographic areas to address existing or likely significant handicaps in recruiting or retaining well-qualified employees.

In this case, OPM authorized the establishment of special rates for aircraft maintenance positions in the San Antonio wage area. Special Rate Ranges for Aircraft Maintenance and Support positions were identified for the following organizations/locations: 149th Fighter Wing, 433rd Airlift Wing, 12th Maintenance Group, 575th Aircraft Maintenance Squadron, and Camp Stanley Storage Activity. Applicable series/grades are further identified in the Department of Defense's Defense Civilian Personnel Advisory Service, or DCPAS, website at <https://www.dcpas.osd.mil/BWN/WageIndex>.

Additionally, FWS employees are not included in the GS locality pay system, as they are paid under a separate, preexisting rate system that reflects private sector practices for setting pay at different levels or

work for trades, craft, and laborer occupations.

Here is a link for additional insight into General Schedule vs. Federal Blue-Collar Schedule: <https://www.dcpas.osd.mil/BWN/HistoryOfWage/#general>. The Federal Wage System Schedule for the San Antonio wage area can be found by visiting their website at <https://www.dcpas.osd.mil/BWN/WageIndex>

If you have any additional questions or concerns regarding specific salary tables, please don't hesitate to contact your servicing civilian personnel staffing specialist.

Q. When will the hiring practices be cleaned up in some organizations? This is in reference to the appointing authorities referenced in the Commanders Call Questionnaire of June 14, 2019, pertaining to the three appointing authorities when the rules are not really being followed?

For instance, when you have someone in a leadership position who is "cooking the books" and forcing supervisors to hire whomever that leadership wants in the position with minimum qualifications (good old-boy system at play), such practices include blacklisting individuals from ever getting into the system.

For example, I do not understand how sometime can be at a GS-8 position for less than a year and then get picked up as a GS-11 without completing the required probationary period. My understanding from the OPM directive online, one can only move up two steps at a time. Is there some gray area that is not visible to the civil service public at large? And why are individuals being blocked to apply for jobs?

A. Thank you very much for sharing your concerns regarding hiring processes at JBSA. Unfortunately, without specifics, we are unable to address the unfair hiring practices you mention occurring in some organizations.

However, all supervisors receive training on Equal Opportunity policy, Merit System Principles (Title 5 USC, Section 2301), and Prohibited Personnel Practices (Title 5 USC, Section 2302) after being assigned to a supervisor position to ensure fair and equitable hiring (Per AFMAN36-203, Chapter 2).

Some senior leaders choose to work with their hiring managers in the selection process, which is acceptable. That being said, a hiring manager has the authority to select a candidate for a position without the position being announced via USA Jobs when using one of several legal hiring authorities including: Expedited/Direct Hire Authority (hard-to-fill positions), 30 percent Disabled Veteran (DAV) Authority, and Schedule A Authority (candidates with severe disability).

Using these authorities, the hiring manager can find his/her candidate using any source, including internal candidates, and the selected candidate does not need to apply via USAJobs. However, the candidate may be qualified for a higher grade based upon military experience or experience gained outside of federal government.

For example, if a GS-08 is a 30 percent disabled veteran, then management could convert him/her to a GS-11 based on this appointing authority if he/she has outside experience that is equivalent to the GS-09 level without announcing or meeting time in grade.

If an employee is selected non-competitively under a Direct Hiring Authority, it is considered a "new" appointment, and the time in grade is not a factor. However, the specialized experience is considered. Moving from one position to another under a "new" appointment without meeting the 52-week time in grade requirement is legal, as long as they have the specialized experience.

Regardless of authority used, all hiring managers are expected to follow and be held accountable for adherence to Merit System Principles. Merit System Principles can be described as the core values that should be expressed in every human resources decision.

A few of these principles include: Recruit, select, and advance on merit after fair and open competition (authorities addressed above are exempt from open competition but must still be merit based and fair); Treat employees and applicants fairly and equitably; Maintain high standards of integrity, conduct, and concern for the public interest; Manage employees efficiently and effectively.

If you have additional questions/concerns regarding specific recruitment practices, our Civilian Personnel staffing specialists are wonderful resources. I also encourage you to share your concerns with your chain of command for their awareness.

In addition, the Inspector General is a valuable resource and help you file a formal complaint so we can identify areas of non-compliance and ensure everyone is treated fairly and justly throughout the hiring process.

Installation & Facilities

Q. I would like to bring to your attention my deep concern for the hazardous condition of the running track at Joint Base San Antonio-Fort Sam Houston.

I have witnessed the deterioration of the surface over time. As of Aug. 2, there are massive patches of grass growing in the pavement, large holes and cracks in the asphalt. The worst was a huge hole (at least 6 inches deep) in the center of the track with a large, orange cone placed in the hole.

I was told that Civil Engineers were unaware of the condition of the track and no work order had been submitted and that someone would look into it. I checked the track several days later and found the large hole still there, but the cone was missing.

On Aug. 15, I observed that the hole had been filled and patched. When I walked the complete track the following morning, I observed no further improvements to the deteriorating track, so my concern continues.

Is there something I can do to assist in getting this situation remedied?

A. Thank you for your concern of the safety of those utilizing one of many JBSA running tracks. The safety and well-being of our members is a top priority.

JBSA has many running tracks and our Civil Engineers have identified a need for running track repairs across JBSA. CE is actively developing a contract vehicle to provide reoccurring maintenance for the tracks.

While contracted repairs cannot be executed until

FEEDBACK FRIDAYS

From page 3

fiscal year 2020, our CE team is prioritizing the major repair work required, targeting the worst conditions first. In the meantime, CE has been and will continue to make minor repairs as necessary and will continue to monitor and address issues as soon as possible until the contract effort is in place and funded.

Q. I work on JBSA-Randolph, and we are having a serious problem with housing residents and Air Force Personnel Center employees using our dumpster as their personal trash receptacle.

Our dumpster is overloaded with things such as mattresses/box springs, HHG boxes, packing paper, sofas/broken furniture, aquariums, bikes, personal yard waste, etc.

As you can imagine, this is an eyesore to a building that we take pride in and takes up space that we need for our trash.

Is there a place that housing residents/community employees can take their HHG boxes, packing paper and trash other than our work center? Thank you in advance!

A. Thank you for bringing this concern to our attention. We want to make sure that all of our JBSA locations are looking their absolute best!

As part of the move-in process, housing residents are informed on how and where they are to dispose of their trash and recyclables. Recyclables, to include cardboard, can be taken to the Recycling Center and placed in a trailer located outside the fence.

Residents and organizations can also make arrangements to drop off their recyclables inside the Recycling Center by calling the main line at 210-671-4800. The work center at this number can also answer any additional questions and assist in all recycling needs for all JBSA locations.

To address these concerns directly, CE will be sending another reminder to residents on proper procedures and will develop a plan to install signs with “No Residential Dumping” in identified areas. We’ll also work with our mission partners to ensure we have enough dumpsters available near their workspaces.

Q. I am curious why the organization controlling gate access does not provide a message or information on gate closures. Frequently, gates normally open to incoming morning traffic are closed on “training” holidays as well as real holidays.

It is very frustrating to get to a gate on a regular workday/“training holiday” and find it closed. I could understand if the access control was conducted by military members, but most often access control is provided by Air Force Civilian police.

This morning all four lanes going through the JBSA-Fort Sam Houston Walters Gate were backed up to Interstate 35. There are a lot of DOD civilians and contractors working on JBSA-Fort Sam Houston that still work on “training” holidays and the single entry point creates a greater hazard for incident or accident.

Opening the normal gates on these days, even for a shorter time, would be extremely beneficial to the JBSA-Fort Sam Houston working community.

A. Thank you for your question, and I do apologize for

the inconvenience you and many others experienced this past weekend. We do our best here at JBSA to keep our installation accessible while also maintaining high levels of security. I understand how the gate hours on different holidays and training days may be confusing.

In an effort to continue to provide top-notch customer service to all of our members, our website has a page dedicated to Federal Holiday, Air Force Family Day, and Army Training Day hours at <https://www.jbsa.mil/holiday-gate-hours/>, or go to our website at www.jbsa.mil, click on “Visitor Information,” then click on “Holiday Gate Hours.” This page also has the phone number for the respective installation’s 24-hour Base Defense Operations Center so you can voice specific gate concerns in real-time to allow us to respond quickly and appropriately.

For future holidays and training days, we will make sure to coordinate with our Public Affairs team to get the word out ahead of time for all upcoming gate changes.

Q. I occasionally take walks and/or runs around the parade grounds on JBSA-Lackland for exercise during my lunch.

I have noticed on multiple static aircrafts that there are wasp nests attached to the engine intakes or under the wings. Is it possible to get pest control to take care of the nest? It is only a matter of time before a visitormay get stung.

A. Thank you for considering the safety and well-being of our many guests visiting our installation. This will always be one of my top priorities, and it’s thanks to concerned citizens like you that we are able to stay on our toes and ensure a safer JBSA.

The 502nd Civil Engineering Group is tracking the issue and plans on developing a recurring inspection and spray routine to remediate the wasps and other hazardous insect-life on the static aircraft.

Miscellaneous

Q. Would it be possible to push computer system patches on weekends or after normal duty hours? Sometimes systems lock up, and my understanding is that patches being installed is the problem. I am at JBSA-Lackland and a co-worker came all the way from JBSA-Randolph so I could give him some OJT. While we were working, my systems locked up. We lose a lot of productivity when systems lock up.

A. That is a great question, and thank you for bringing this concern forward as many others may be experiencing the same issue.

Nearly all system patches are controlled at the enterprise level through the 561st Network Operations Squadron, and there are two different types of patch schedules — routine and critical. Critical patches require immediate installation because they are designed to target specific vulnerabilities in the system. Routine patches target a larger pool, but are still equally important for security.

Patches are normally installed outside of business hours, as long as the computer remains turned on and connected to the network. If you frequently take your computer home overnight, the only other time the patches can be loaded is during business hours when you reconnect to the network.

A good habit to adopt in order to avoid this situation from happening would be to leave your computer on the network overnight at least once a week so that the patches can be loaded and installed.

Many patches also require one or more system restarts to take effect, so you may get a pop up stating you need to restart your computer. In this case, a restart is very different from shutting down and turning the system back on, so please make sure that you are hitting “Restart” and not “Shutdown” for proper installation of the patches. The best practice would be to pull your CAC out of your computer (NOT shut down) before you go home at night and restart your computer before logging in when you arrive in the morning.

If you need more information, please contact your squadron’s Client Systems Technician (CST) or the 502nd CS Communications Focal Point at 210-925-COMM (2666).

Q. Why does the Air Force and Army run separate bus shuttles from JBSA-Lackland’s Wilford Hall Ambulatory Surgical Center to JBSA-Fort Sam Houston? The buses are late and lack air conditioning most of the time in the evenings.

It seems that those in charge do not work hand-in-hand to provide better services to customers in a joint base system. Most people riding the buses thought that everything was consolidated.

A. Thank you for bringing this concern forward as this is the perfect time to announce one of our newest developments. As of Aug. 20, the 502nd LRS partnered with BAMC Logistics, who previously operated all but two route times on its own.

The 502nd LRS now operates all of the afternoon shuttles beginning with the noon departure from BAMC, and BAMC Logistics provides the morning portion beginning at 6 a.m. from BAMC. Additionally, the 502nd LRS is still operating the 6 a.m. departure from WHASC to support medical students. They also added additional drivers during heavy traffic hours to help keep departures on time.

During most of the day, a one-way shuttle between these facilities takes 20 to 30 minutes; however, during rush-hour traffic it can take up to 50 minutes to make the trip. Previously heavy traffic would cause a domino effect with subsequent routes falling farther behind schedule until traffic allowed the shuttle to catch up.

As part of this change, the 502nd LRS reviewed the ridership records and conducted customer interviews to help determine ridership needs.

Based on this data, the additional 7 a.m. shuttle departing from WHASC was eliminated Sept. 3, as ridership data indicates ample space on the 6 and 6:30 a.m. departures. Revised bus schedules have been posted near the bus stops along with information on who is running any particular route and the corresponding contact number.

The 502nd LRS will continue to monitor ridership numbers to ensure our level of support matches the space-required passengers who utilize this service.

Lastly, I assure you we are doing everything to make the ride as comfortable as possible. If you notice the air conditioning is not working, please report this to our dispatch office at 210-671-3317, and provide the date/time/bus plate number for immediate correction.

USSPACECOM establishment ceremony launches new era

From United States Space Command Public Affairs

In a move to enhance the United States' space superiority capabilities, President Donald J. Trump, Vice President Mike R. Pence, Secretary of Defense Dr. Mark T. Esper and Air Force Gen. John W. Raymond formally established the United States Space Command during a ceremony Aug. 30 at the White House.

At the direction of the president of the United States, the Department of Defense established U.S. Space Command as the 11th unified combatant command, with Raymond as its congressionally confirmed commander. Establishing USSPACECOM is a critical step that underscores the importance of the space domain and its strategic contributions to U.S. national security.

The USSPACECOM establishment will accelerate the United States' space capabilities to address rapidly evolving threats to U.S. space assets and the importance of deterring potential adversaries from putting critical U.S. space systems at risk.

"The scope, scale and complexity of today's threat is real and it is concerning," Raymond said. "The establishment of a combatant command solely focused on the space domain demonstrates the United States' commitment to protecting and defending its space assets against that threat."

The president's National Security Strategy and the National Strategy for Space highlight space as a strategic domain, and the United States must earn and maintain space superiority.

USSPACECOM's establishment will modernize and enhance our approach to space from a domain of an unchallenged environment to one of a warfighting domain.

The USSPACECOM mission is to deter aggression and conflict, defend U.S. and allied freedom of action, deliver space combat power for the joint/combined force and develop joint warfighters to advance U.S. and allied interests in, from and through the space domain.

The command will be postured to protect and defend, while increasing joint warfighter lethality by executing two primary missions focused on unifying and leading space capabilities for the combined force and maintaining



LISA FERDINANDO

Air Force Gen. John W. Raymond, incoming commander of U.S. Space Command, speaks at the White House ceremony on the establishment of the U.S. Space Command in Washington, D.C., Aug. 29.

U.S. and allied advantages in space through protection and defense.

USSPACECOM is a geographic combatant command with a global area of responsibility defined as the area surrounding the earth at altitudes equal to or greater than 100 kilometers above mean (average) sea level.

The new command is globally integrated with the other geographic combatant commands and prepared to support its partners to meet today's threat on a global scale.

"Our space capabilities underpin the security of our great nation, enable our economic prosperity, provide for our way of life and secure our way of war," Raymond said. "In fact, there is nothing we do as a joint and coalition force that isn't enabled by space. Our adversaries understand this and are moving fast to develop their own robust space capabilities and to develop weapons designed to deny us the use of space and the advantage they provide."

"By establishing United States Space Command, singularly focused on that warfighting domain, we send a very clear message to the world that the United States and our allies will not assume away space superiority," he concluded.

From establishment to full operational capability, Raymond will remain dual-hatted as the commander of Air Force Space Command and U.S. Space Command.

Social media security: Tips from an Army special agent

By C. Todd Lopez

DEFENSE.GOV

Even the most innocuous data posted to a social media feed can be married up with other publicly available information to provide online criminals the tools they need to exploit members of the military or general public, an Army special agent said.

Special Agent Deric Palmer, program manager for the Digital Personal Protection Program, part of the Major Cybercrime Unit at the U.S. Army Criminal Investigation Command, explained how those who aren't careful or aren't paying attention can unwittingly provide scammers and other online criminals all the information they need to exploit them.

Social media accounts, Palmer said, serve as fertile ground for digging up the kinds of information that can be used to impersonate someone, steal identities or break into other online accounts, such as banking or insurance.

A Facebook page, for example, might contain current and past physical



MARK HERLIHY

addresses where a person has lived, phone numbers, email addresses, names of pets, significant events such as birthdays and anniversaries, hobbies and other interests. Just browsing a Facebook page, Palmer said, he can figure out your favorite music, books, TV shows, political and religious leanings.

All that, he said, serves as "an attack vector" that an unscrupulous person can use to communicate with users further and gain their trust. Additional communications can bring out even more details that might later be used to break into online accounts or exploit users in other ways. Some social media users, Palmer added, even volunteer

critical information that could be used to access their online financial accounts that they'd never divulge if they were asked by a stranger.

Some online memes, he noted, pose as games that get users to volunteer information that, coupled with other easily obtainable information, can be used to exploit them. A quick search online reveals a simple graphic meme that purportedly allows users to choose "your new cat name" and then post the results, along with the meme itself, on their own social media feed.

For the "cat name" meme, users would use the last digit of their phone number as a selector for any of nine name prefixes, their zodiac sign to choose from a list of 12 middle names, and their favorite color to choose from a list of eight potential last names.

A user might end up with "Count Sassy Pants" as a silly name for their cat. When they post that on their social media feed, along with the meme image itself, would-be criminals will know their phone number ends in 8, they were born in either August or September, and that their favorite color

is yellow. Coupled with data already on their social media feed, and with data that can be obtained from data brokers, the information makes it easier to exploit users, Palmer explained.

Military personnel also are candidates to be impersonated online — malicious users might opt to use imagery of real-world service members available online to exploit other users. The U.S. military is one of the most trusted institutions in the nation, and online criminals, Palmer said, take advantage of that.

"The U.S. military is viewed as a prestigious club ... It's an indicator of prestige," Palmer said. "It's instant respect. If I can pretend to be a U.S. general, unwitting people will respect me immediately."

With that respect, he said, a criminal can exploit other users while pretending to be a member of the U.S. military. Palmer's advice to service members: don't post your picture in uniform with the name tape visible. "It immediately makes you a target," the special agent said.

TIPS continues on 15

FORT SAM HOUSTON

410th CSB returns from Afghanistan deployment

By Daniel P. Elkins

MISSION AND INSTALLATION
CONTRACTING COMMAND
PUBLIC AFFAIRS

Leaders from the 410th Contracting Support Brigade uncased their organization colors during a ceremony Sept. 5 at Joint Base San Antonio-Fort Sam Houston, signaling the end of their nine-month deployment to Afghanistan.

Col. Robert McDonald and Command Sgt. Maj. Sol Nevarezberrios uncased the brigade colors in a ceremony officiated by Brig. Gen. Christine Beeler, commanding general for the Mission and Installation Contracting Command.

The ceremony marked the third uncasing of colors for the unit since its activation in 2007. McDonald said the ceremony proudly attests to the dedication, courage and sacrifice of the brigade's Soldiers.

"These colors and the Soldiers of the 410th Contracting Support Brigade embarked on a historic journey, a journey that added another chapter to the long and proud legacy of those who've gone before us, a journey in which we did our part to help ensure the freedom for the Afghan people and that the country of Afghanistan will never again be used as a training ground to plan and coordinate attacks against our homeland," McDonald said.

Members of the brigade deployed in December 2018 to serve as the command and control element of Army Contracting Command-Afghanistan in



DANIEL P. ELKINS

From left: Brig. Gen. Christine Beeler, Col. Robert McDonald and Command Sgt. Maj. Sol Nevarezberrios render honors during the 410th Contracting Support Brigade uncasing ceremony Sept. 5 at Joint Base San Antonio-Fort Sam Houston following the brigade's return from a nine-month deployment to Afghanistan.

support of Operation Freedom's Sentinel. This included oversight of a workforce of approximately 300 military, civilian employees and contracting officer representatives at more than 20 locations.

While deployed, the brigade's contracting efforts included the management of fuel delivery contracts for the entire Afghan National Defense and Security Forces that included several hundred sites and supported more than 19,000 air sorties through August 2019. It also hosted a two-day outreach event with fuel vendors to improve performance and quality as well as sustained combat vehicle operational readiness through management of the Army's Enhanced Army

Global Logistics Enterprise contract.

The 410th CSB also assisted in Logistics Civil Augmentation Program optimization efforts and provided oversight and management of 27 delegated contracts from ACC centers valued at \$19.4 billion.

"That is a large amount of money, but more importantly it is a staggering amount of capability added to the battlefield," McDonald added.

Beeler commended the 410th CSB contributions to the warfighter and praised those remaining behind as part of the brigade's rear detachment who continued to support the mission without fail. She said the collective team led by Lt. Col. Armando Corral, Master Sgt. Sherine Brooks and

Manny Saenz continued to deliver effective results for Army South and the U.S. Southern Command.

"Due to your unequivocal professionalism, you were able to manage expectations, shape organizational energy, and seamlessly absorb the increased workload across the workforce," Beeler said. "Your diligent efforts afforded our deployed staff to focus on providing premier contracting support in a very dynamic environment and validate the brigade's mission essential task to conduct split operations, home and abroad."

Beeler also expressed a great deal of gratitude to the family members who remained resilient and strong, allowing their deployed Soldiers to focus on the mission.

"Your diligent efforts afforded our deployed staff to focus on providing premier contracting support in a very dynamic environment and validate the brigade's mission essential task to conduct split operations, home and abroad."

Brig. Gen. Christine Beeler, commanding general for the Mission and Installation Contracting Command

"We know it wasn't easy — wives, husbands, children, family, friends and loved ones spent major holidays apart from their loved ones; birthdays and anniversaries were celebrated thousands of miles apart," she said. "So to the families of our deployed Soldiers, thank you very much for your sacrifice, your strength and the love you've shown supporting your deployed Soldier."

The 410th CSB is responsible for planning and executing contingency contracting support for Army South in support of Army and joint operations throughout the U.S. Southern Command area of responsibility. It is a subordinate command to the Army Contracting Command at Redstone Arsenal, Alabama.

New naval operations chief committed to alliances, readiness

By David Vergun
DEFENSE.GOV

Navy Adm. Michael Gilday said that as the new chief of naval operations, he will continue to emphasize the Navy's commitment to partnerships and alliances worldwide, as well as to the Defense Department's modernization and readiness efforts.

"We will question our assumptions. We will think differently about the competition we are now in. We will be the Navy the nation needs now, and we will build the Navy the nation needs to fight and win in the future, always guided by our core values," he said.

Gilday also thanked the 600,000 naval personnel serving around the globe, many in harm's way, and said the Navy will continue "taking care of our most important weapons system, our sailors and their families."

Gilday, who received his fourth star before the Washington Navy Yard ceremony, became the 32nd chief of naval operations Aug. 22, succeeding Navy Adm. John M. Richardson, who is retiring.

Gilday assumes two responsibilities. Besides being the Navy's top uniformed officer, he now serves as a member of the Joint Chiefs of Staff.

"Admiral Gilday has already played a critical role in restoring readiness, and he's well positioned to take over our integrated naval force as we march into the future," said Navy Secretary Richard V. Spencer.

Spencer noted that Gilday's career has included distinguished operations at sea and cooperation with NATO allies to confront the great power competition

with Russia and China, as well as innovative leadership as commander of the Navy's Fleet Cyber Command.

The admiral's most recent assignment as director of the Joint Staff "has given him visibility into the challenges that he will now face," Spencer said.

The Navy secretary also praised Richardson, with whom he had a two-year working relationship, as an officer who "pays attention to details."

"I could not have asked for a better business partner," Spencer said. "He's done more for this Navy to put us in a ready, lethal position than many before. No effort was too great, no detail was too small as he really did help us navigate the rocks and shoals to deliver the Navy the nation needs."

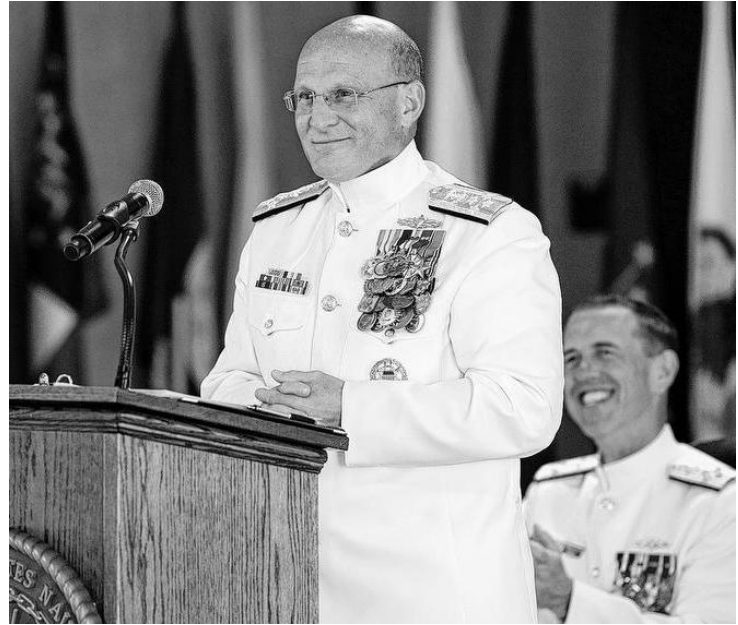
Spencer awarded the Defense Distinguished Service Medal to Richardson and the Navy Distinguished Public Service Award to Richardson's wife, Dana.

"Dana has been the strongest advocate for military families," Richardson said. "She understands that a stronger family means a stronger fleet."

Spencer cited the adage that being a Navy wife is the toughest job in the Navy. "There's a lot of truth to that," he said.

Besides having a strong, supportive family, Spencer said, Richardson emphasized that his faith in God has been a strength and comfort to him and his family.

Defense Secretary Dr. Mark T. Esper, Chairman of the Joint Chiefs of Staff, Marine Corps Gen. Joe Dunford and other military leaders from the United States, its allies and its partner nations attended the ceremony.



PETTY OFFICER 1ST CLASS RAYMOND D. DIAZ III

Navy Adm. Michael Gilday delivers his first remarks as the 32nd chief of naval operations during a change-of-office ceremony Aug. 22 at the Washington Navy Yard.

USAISR researcher, woman with rare medical condition, forge 20-year friendship

By David DeKunder

502ND AIR BASE WING
PUBLIC AFFAIRS

For nearly 20 years, a woman with a rare medical condition and a researcher at the U.S. Army Institute of Surgical Research at Joint Base San Antonio-Fort Sam Houston have shared an email correspondence that has helped in her fight against the disease.

Sarah Berkheimer, 40, has orthostatic intolerance, a rare disease that affects less than 200,000 people in the U.S., according to the Office of Rare Diseases of the National Institutes of Health. It is a condition in which the blood pools in the feet and legs while a person is sitting or standing, rather than returning to the heart and brain. Symptoms of orthostatic intolerance include dizziness, fatigue, nausea, fainting, pain, paleness of the face, heart palpitations and difficulty thinking and sleeping.

It was because of her condition that Berkheimer started her email correspondence with Dr. Victor A. Convertino, USAISR Senior Scientist for Combat Casualty Care Director, Battlefield Health & Trauma Center for Human Integrative Physiology, in 2002. To this day, they are still maintaining their email correspondence about Convertino's research into devices that have helped in Berkheimer's treatment of orthostatic intolerance, improving her quality of life with her debilitating condition.

Berkheimer said she is grateful for what Convertino has done for her in helping to treat her orthostatic intolerance.

"Over the years, he has used

every opportunity he has had to help me in some way," Berkheimer said. "Sharing his research and contacts with me has led to improved treatments for my health, including the ability to complete my college education. He has been a real blessing in my life."

Convertino said Berkheimer is always asking questions and seeking information about orthostatic intolerance so she can share what she knows with others.

"One of the special characteristics of Sarah is that she is so inquisitive, she wants to find out about everything," Convertino said. "From the emails going back 17 years I was going through, it reminded me that when she sent an email there would be anywhere from 10 to 20 questions. She was always asking tough questions so she could address those on her website. So we ended up having a back and forth exchange."

Berkheimer's health struggles started in 1994 when she was 15 years old, when she came down with the flu. She never recovered from it and continued to get sicker, struggling with symptoms she has had since including dizziness, fatigue, pain, headaches and difficulty thinking and sleeping. Because of her illness, she had to cut back and ultimately discontinue her educational, athletic and social activities.

Within six months, Berkheimer was diagnosed as having chronic fatigue syndrome. As the condition worsened, she had to drop out of high school and eventually earned a GED diploma.

After being diagnosed with chronic fatigue syndrome, Berkheimer started to read

about the condition and learned in 2000 that the chronic illness had a connection with orthostatic intolerance. Through her research, Berkheimer learned that orthostatic intolerance can be a single illness, problem or symptom of many illnesses, including chronic fatigue syndrome. From the way the symptoms worsened by trying to sit or stand and based on a simple test of heart rate and blood pressure, Berkheimer concluded she had orthostatic intolerance.

In 2002, when Berkheimer started her email correspondence with Convertino, she was compiling research for a website she was starting about orthostatic intolerance to educate others about the condition and she wanted to include an article that had been published by Convertino in an aviation and aerospace medical journal in 1996. In her email to Convertino, she asked his permission to post the article on her website, which he granted.

The article Berkheimer inquired about covered a study conducted by Convertino in 1992, who was working as a research scientist with NASA at the Kennedy Space Center in Florida at the time, on the use of an anti-g suit in treating a diabetic patient with orthostatic intolerance.

An anti-g suit is an anti-gravity garment, designed like a pair of chaps, worn by fighter pilots and astronauts. The device includes an air bladder and inflates over five areas of the body to provide pressure around the muscles to prevent blood from pooling in the feet and legs, helping to push blood back up the heart



COURTESY PHOTO

Dr. Victor Convertino, right, U.S. Army Institute of Surgical Research Senior Scientist for Combat Casualty Care Director, Battlefield Health & Trauma Center for Human Integrative Physiology at Joint Base San Antonio-Fort Sam Houston, meets with Sarah Berkheimer in College Station the day after she received her master's degree from Texas A&M University.

and brain.

The results from the study conducted by Convertino concluded that the patient, who wore an anti-g suit provided by NASA, benefited from wearing it by being able to stand without fainting.

Berkheimer had started wearing an anti-g suit in 2001 to treat her orthostatic intolerance after reading a book by a physician who wrote about 10 case histories of patients with chronic fatigue syndrome and doing further research on anti-gravity garments.

Berkheimer said when she started wearing an anti-g suit she noticed an improvement in her quality of life and well-being.

"I started wearing the g-suit on Aug. 16, 2001," Berkheimer said. "I had been sick for seven years and been bed-bound for 22 hours a day. The g-suit was also life-changing in that it just doubled, tripled and quadrupled my day, depending on what I was doing, the amount of energy it took. It added hours I could be out of bed."

Through her correspondence with Convertino, Berkheimer learned about another device to

treat orthostatic intolerance — the impedance threshold device, or ITD, a small handheld inhaler that a person can breathe through that increases blood flow to the heart and brain by enhancing circulation. Berkheimer started using the ITD based on the recommendation of Convertino, who conducted research on the device from 2002 to 2006 along with Dr. Keith Lurie, who was at the University of Minnesota, and scientists at NASA.

Berkheimer said using the ITD has also improved her quality of life and sense of well-being by improving her blood circulation and recovery time from exertion — the times she was out of bed.

Convertino also connected Berkheimer with Dr. David Robertson, a world-renowned physician at the Vanderbilt University Autonomic Dysfunction Center, located in Nashville, Tenn. In 2007, Berkheimer went to the center for two weeks where she participated in multiple research studies conducted by Robertson. The medical tests showed that she had Postural Orthostatic Tachycardia

FRIENDSHIP continues on 15

JBSA leaders sign proclamation observing Suicide Prevention Month

By David DeKunder

502ND AIR BASE WING
PUBLIC AFFAIRS

Joint Base San Antonio leaders pledged support for programs and initiatives to reduce suicide among service members and their families, retirees, veterans and Department of Defense civilians in a ceremony held Sept. 3 at the JBSA-Fort Sam Houston Military & Family Readiness Center.

The proclamation was signed by Lt. Gen. Laura Richardson, U.S. Army North (Fifth Army) commander; Rear Adm. Tina Davidson, Navy Medicine Education, Training and Logistics Command commander; Brig. Gen. Laura Lenderman, 502nd Air Base Wing and JBSA commander; Lt. Col. Chad Humphrey, U.S. Marine Corps officer in charge, Wounded Warrior Battalion East, Detachment San Antonio; Brig. Gen. Laura L. Lenderman, 502nd Air Base Wing and JBSA commander; Rear Adm. Tina Davidson, Navy Medicine Education, Training and Logistics Command commander; Lt. Gen. Laura Richardson, U.S. Army North (Fifth Army) commander; and Cmdr. Libby Rasmussen, U.S. Coast Guard, Department of Homeland Security, Joint Task Force-West.

The Department of Defense and JBSA declared September as Suicide Prevention Month to bring heightened awareness to the complex issue of suicide and to emphasize the resources available in support of active duty service members, military families, veterans, retirees and DOD civilians.

Lenderman pointed out that suicide is a problem that affects everyone: all services, all ranks and all people regardless of age, race, gender, national origin, religion, disability, marital status or sexual orientation.

"On average, more than 800,000 people die annually because of suicide, that's approximately one person every 40 seconds," Lenderman



TRISTIN ENGLISH

Joint Base San Antonio leaders pledged to support programs and initiatives to reduce suicide among service members and their families, retirees, veterans and Department of Defense civilians at a proclamation signing ceremony in observance of Suicide Prevention Month held at the JBSA-Fort Sam Houston Military & Family Readiness Center Sept. 3. Signing the proclamation were (from left) Lt. Col. Chad Humphrey, U.S. Marine Corps officer in charge, Wounded Warrior Battalion East, Detachment San Antonio; Brig. Gen. Laura L. Lenderman, 502nd Air Base Wing and JBSA commander; Rear Adm. Tina Davidson, Navy Medicine Education, Training and Logistics Command commander; Lt. Gen. Laura Richardson, U.S. Army North (Fifth Army) commander; and Cmdr. Libby Rasmussen, U.S. Coast Guard, Department of Homeland Security, Joint Task Force-West.

said. "And for every person lost to suicide, there are at least six other people affected."

In 2018, 541 active duty and Reserve component members died by suicide and 2019 is on pace to have the highest number of service member suicide deaths in the last 11 years.

Sabine Ward, JBSA Suicide Prevention Program manager, noted that the motto for Suicide Prevention Month, "Small Steps Save Lives," as well as the hashtag #BeThere, encourage the JBSA community to step up and take action to prevent suicide.

"While suicide is a topic that is not easy to bring up in conversation, let's each do our part and make it easier to talk about and, therefore, overcome the stigma associated with

suicide," Ward said.

Capt. Richard Schobitz, Brooke Army Medical Center Department of Behavioral Health deputy chief, stated that there are suicide prevention resources available for those who need help but that it's a matter of raising awareness within the JBSA community.

"We have great resources here at JBSA," Schobitz said. "If you get to know the folks who are willing to help, their doors are open. The challenge is getting those in need through those doors."

Schobitz indicated that risk factors for suicides in the military include relationship issues; financial and physical problems; and social isolation. He believes that everyone in the JBSA community must be engaged

in suicide prevention efforts.

The ceremony was also attended by Teresa Bowman, a Gold Star wife, and Kat and Jerry Birdsong, Gold Star parents. Bowman lost her husband, an Army service member, to suicide seven years ago. She read the proclamation aloud before it was signed by JBSA commanders.

"Too many Soldiers and veterans are taking their lives," Bowman said. "Anything that we can do to prevent that helps me because I don't want there to be another suicide survivor."

The Birdsongs lost their daughter, an Army service member, to suicide two years ago. She had been out of the service for less than 90 days.

Kat Birdsong said that she hopes the observance of Suicide Prevention Month will

"We have great resources here at JBSA. If you get to know the folks who are willing to help, their doors are open. The challenge is getting those in need through those doors."

Capt. Richard Schobitz,
Brooke Army Medical Center
Department of Behavioral
Health deputy chief

help people focus on listening to service members who are seeking help.

"It creates a dialogue and that's what we need," Birdsong said. "It takes the stigma away from suicide. It takes the stigma away from seeking help."

"Small steps do save lives," Lenderman said. "If you find yourself or a loved one struggling with issues that seem insurmountable, I encourage you to take that small step, no matter how large it may seem at the time, and ask for help. If you become aware that someone in your life is experiencing difficulty with things, big or small, I encourage you to take that small step and reach out."

"Let them know that they are not alone, that there is help available because at the end of the day, that's what we have," the general added. We have each other. Together, we can prevent suicide."

ARMY NORTH PARTICIPATES IN HURRICANE DORIAN PREPARATION



COURTESY PHOTOS

In preparation for Hurricane Dorian, U.S. Army North's Task Force 51/JFLCC team set up the Super Sentinel Sept. 2 to integrate communication with state partners and the Adjutant General of Georgia at the Joint Operations Center on Dobbins Air Reserve Base, Georgia.



Lt. Gen. Laura Richardson, U.S. Army North (Fifth Army) commanding general, met with leaders at the Federal Emergency Management Agency Region IV Regional Response Coordination Center to discuss Hurricane Dorian response efforts in Florida, Georgia, South Carolina and North Carolina. Members of U.S. Army North (Fifth Army) have been participating in preparations for Hurricane Dorian hitting the eastern seaboard of the United States.



U.S. Army North's contingency command post commander, Maj. Gen. John King, met with joint team leaders at FEMA Region IV Regional Response Coordination Center in preparation for Hurricane Dorian Sept. 4. These leader engagements build trust and interoperability, and ensure operations align with FEMA and our other partners, enabling a seamless response at the time of need.

BAMC celebrates women's right to vote

By Jason W. Edwards

BROOKE ARMY MEDICAL CENTER
PUBLIC AFFAIRS

Staff and visitors at Brooke Army Medical Center celebrated women's right to vote at the annual Women's Equality Day observance Aug. 27.

The observance was held in celebration of the 19th Amendment, which was passed Aug. 18, 1920, and gave women in the U.S. the right to vote.

Brig. Gen. Wendy Harter, BAMC Commanding General, opened the ceremony.

"It's hard to believe that until

just 99 years ago, women were not permitted to participate in one of our most basic freedoms," Harter said. "The right to be heard and make a difference was denied to roughly half of the American people."

Harter went on to introduce the event's guest speaker, Jean Aratingi of the League of Women Voters, San Antonio.

"The women's suffrage movement started in Seneca Falls, New York, in 1848 when Elizabeth Cady Stanton and Lucretia Mott got a group of women together and they started talking at this

convention to get women the right to vote," Aratingi said. "They had a very long struggle because they had to rely on lectures, writing, traveling, meetings and lawsuits.

"Their opponents were men, wealthy corporations and almost all politicians," Aratingi continued, illustrating the long and uphill battle from that first convention in 1848 until the 19th Amendment was finally ratified in 1920.

The ceremony closed with remarks by Command Sgt. Maj. Thomas Oates, BAMC Command Sergeant Major.

"Without the 19th



JASON W. EDWARDS

Jean Aratingi speaks at the Women's Equality observance at Brooke Army Medical Center at Joint Base San Antonio-Fort Sam Houston Aug. 27.

Amendment, there would not have been an Ann Dunwoody, the first Army female four-star general. Without the 19th

Amendment, there would not be a Lt. Gen. Laura Richardson, the first woman commanding general of Army North," Oates said. "Without the 19th Amendment, there would not be a Brig. Gen. Wendy Harter, the first woman commanding general at Brooke Army Medical Center."

Oates went on to define inheritance as something that is given to others, while legacy is something you place in others, permanently transforming them and living on long after you die.

"The Women's Suffrage Act afforded an opportunity for us to live through the inheritance and learn through women of legacy."

TIPS

From page 7

Palmer offered some tips to avoid being scammed:

- » Immediate red flag! Be suspicious if you are asked for money or a wire transfer to pay for a purported service member's transportation, medical bills, communication fees or marriage-processing charges.
- » Be suspicious if the person with whom you are corresponding wants you to mail anything to a foreign country.
- » Be aware that military members at any duty location or in a combat zone have access to mail, cyber cafes, Skype and other means of communicating with their families, and they have access to medical and dental treatment.
- » The military will ensure that family members are notified should a service member be injured.
- » Insist on a "proof of life." The scammers will not video chat with you, because they know you will catch them

in their lie.

- » Trust your instincts! If it seems too good to be true, it probably is.

The special agent also provided eight points for better security online, and to make users less likely to be victimized by online criminals:

- » Permanently close old, unused accounts.
- » Enable two-factor authentication on any platform that allows it.
- » Use strong passwords, and use different passwords for every account.
- » On social media, accept friend requests selectively.
- » Configure the strongest privacy settings for each social media account.
- » Think before you post.
- » Limit use of third-part applications on social media applications, read the license agreement, and be sure exactly what those applications want to be able to access.
- » Change answers to security questions, and use false answers so that online criminals can't use information they gather online to gain access to your accounts.

FRIENDSHIP

From page 10

Syndrome, which is a type of orthostatic intolerance with a high heart rate.

As part of the research studies at Vanderbilt, Berkheimer was able to try several medications, including Inderal, which lowered her heart rate so her heart could pump more efficiently and allow blood to get to her brain.

In 2007, Convertino and Berkheimer, who is from Pennsylvania, met for the first time while Berkheimer was on a family trip in Fredericksburg, Texas, a 90-minute drive from San Antonio. The two met at a restaurant, accompanied by Convertino's wife and Berkheimer's mother.

"It was wonderful," said Berkheimer about that first meeting with Convertino. "We probably talked for two hours. I got to ask him all about his research."

Convertino said Berkheimer was inquisitive as usual during their first visit together.

"Sarah, classic to her emails, she said, 'I have a few questions to ask you' and she pulled out a piece of paper," Convertino said. "We spent over an hour answering questions, all of which ended up one way or another on her website."

The next time Convertino and Berkheimer would meet again was this

past spring in College Station the day after Berkheimer attended a graduation ceremony to receive her master's degree in biostatistics from Texas A&M University. Berkheimer worked for five years to earn the degree, taking her courses online.

Previously she had earned an associate's and bachelor's degree from Excelsior College.

Convertino said Berkheimer is an inspiration to him because of her determination to live her life to the fullest despite her illness and for earning three college degrees.

"She had all the odds against her and she hung in there," he said. "It took her this long because she could only do so much at a time, but she was persistent on it. That to me defines inspirational. I was inspired by that."

Berkheimer said she is looking forward to the next phase of her life. She will continue to use her website to inform and give updates on the latest research on orthostatic intolerance to those like her who are living with the condition.

"It's exciting to have one life dream accomplished," Berkheimer said. "I'm done with school, but I need to figure out the best way to balance using my degree while taking care of my health."

To learn more about orthostatic intolerance, Berkheimer and her story, visit <http://www.oiresource.com/oi.htm>.

LACKLAND

Former POW addresses 433rd AW deployers



TECH SGT. IRAM CARMONA

Retired Air Force Col. Lee Ellis speaks to deployers and their loved ones about what he learned during captivity in North Vietnam during an Air Force Reserve Yellow Reintegration Program training event Aug. 17 in San Antonio.

By Tech. Sgt. Iram Carmona
433RD AIRLIFT WING PUBLIC AFFAIRS

A former Vietnam War prisoner spoke about leadership and communication before an audience of 500 deployers and their loved ones in San Antonio Aug. 17.

"Flattening your emotions in combat is helpful, but it's not when you come home because then how are you supposed to communicate with your 13-year-old," said retired Air Force Col. Lee Ellis at an Air Force Reserve Yellow Ribbon Reintegration Program training event.

Flying an F-4C Phantom, the Georgia native was shot down in November 1967 over North Vietnam and held captive through March 1973. He spoke about the challenges of having been captured, returning home, how to survive and what he did to do so. His Texas audience

consisted of participants in Yellow Ribbon, which promotes the well-being of pre- and post-deployment reservists and those closest to them by connecting them with resources.

"I know it's been hard, but you've represented us and you've represented our country in such an amazing way," said Ellis, who spoke about the challenges of his own doubts and fears and how he overcame them and dealt with being interrogated. "I had to keep calm and come up with a plan, coach myself like tough love."

He spoke about trying to communicate to friends as a prisoner and how it helped when he got back.

"Communications through our pipeline have got to stay connected," he said. "Don't ever get caught alone, and don't ever leave anyone alone."

Ellis returned to flying after his release, and ultimately

became an Air Force ROTC detachment commander at his alma mater, the University of Georgia, before retiring in 1990. His experiences while captive intrigued him, particularly leadership performance in difficult situations, and he undertook professional studies in that and now works as a leadership consultant.

In addition to his keynote address, Ellis led two breakout sessions for Yellow Ribbon, which began in 2008 following a congressional mandate for the Department of Defense to assist reservists and National Guard members in maintaining resiliency as they transition between their military and civilian roles.

Each year, the Air Force Reserve program trains 7,000 reservists and their loved ones in education benefits, health care, retirement information and more.

WHASC Family Health Center to complete restructure by Oct 1

From 59th Medical Wing Public Affairs

The Wilford Hall Ambulatory Surgical Center at Joint Base San Antonio-Lackland is in the final stages of its Family Health Clinic restructure, which formed two separate units of focused care: active duty beneficiaries and all other beneficiaries.

The restructure began April 1 and is anticipated to be complete by Oct. 1. During this time, beneficiaries assigned to the Family Health Clinic may experience a change in their primary care manager.

"This new structure optimizes both functions and allows us to return Airmen back to full mission capability as quickly as possible without decrementing care to our beneficiaries," said Col. Robert Corby, former chief of Medical Manpower and Personnel, Office of the Air Force Surgeon General, now serving as the 28th Medical Group commander, Ellsworth Air Force Base, South Dakota. "Restructuring where care is delivered lets our providers focus on each group to improve the quality of care, create efficiencies, and most importantly, get injured or ill

"This new structure optimizes both functions and allows us to return Airmen back to full mission capability as quickly as possible without decrementing care to our beneficiaries."

Col. Robert Corby, 28th Medical Group commander

Airmen back into the fight more quickly."

The 59th Medical Wing commander, Maj. Gen. John J. DeGoes, emphasizes the importance of aligning the 59th MDW with the priorities of senior leaders, while ensuring our families, retirees, veterans, and other beneficiaries continue to receive high quality care. From this restructure, he expects all beneficiaries to see improvements in both access to care and continuity of care.

For questions regarding an assigned primary care manager, call 210-292-7848.



AFIMSC, AF Chief Data Office enable readiness through cloud-based tool

From Air Force Installation and Mission Support Center Public Affairs

The Air Force Installation and Mission Support Center Innovation Office and the Air Force Chief Data Office successfully built AFIMSC's highly successful Installation Health Assessments using the Tableau visualization tool hosted on the Air Force's Visible, Accessible, Understandable, Linked, and Trusted, or VAULT, Data Platform.

This effort saved the Air Force months of intense labor and provided more accurate and actionable data analysis for Air Force leadership about installation health, according to CDO and AFIMSC officials.

The VAULT Platform is the data office-sponsored platform that provides cyber-secure, cloud-based tools to connect, find, share and learn from Air Force data. It was implemented

to be fully compliant with the Air Force Data Services Reference Architecture the Air Force released in February 2019. The AFDSSRA provides a blueprint for AF organizations to implement platforms that are able to share data across the enterprise.

In August 2018, AFIMSC hosted the Tableau interactive visualization dashboards they developed for their IHAs, which are AFIMSC's framework to deliver installation and mission support, or I&MS, capabilities more efficiently and cost-effectively.

"IHAs analyze 14 traditional I&MS mission areas over a \$17 billion portfolio; objectively measuring performance, sustainment, and recapitalization," said Marc Vandever, AFIMSC Chief of Innovation. "The assessments also quantify risk-to-mission and risk-to-force analysis, and the findings inform the

Planning, Programming, and Budgeting Execution, or PPBE, process with actionable and predictive analysis."

Because of the nature of the data involved, AFIMSC needed a GovCloud Impact Level 4 (IL4) platform to publish, however GovCloud is not matured enough within the Air Force to support.

"I heard SAF/CO was developing an IL4 Air Force Data Platform in the GovCloud, and had a liaison officer, Col. Ernest Vasquez, stationed at JBSA," Vandever said.

After he met with Vasquez, Vandever engaged Eileen Vidrine, Air Force Chief Data Officer and Col Charles "Chuck" Destefani, Deputy Chief Data Officer and Chief Architect, to secure approval to have the Tableau tool implemented into the VAULT Platform.

According to Vandever, by September 2018, Tableau was in the planning stages to be

implemented into the VAULT Platform, and by December a test environment was fully built out and ready. Seven months later, Tableau was live in the VAULT Platform GovCloud, which by that time upgraded to an IL5 environment.

"We were more than happy to assist in breaking down barriers and demonstrating the art of the possible," Vasquez said.

Prior to utilizing Tableau and Air Force data on the VAULT Platform, information needed for an IHA was gathered by building slides of the required facility data. The work was mundane, the data was often quickly outdated, and the overall effort required numerous hours of labor, Vasquez added.

"This platform gives Wing and Group Commanders operational capability in real time to drive data-driven decisions about their

installations," Vandever said.

After linking authoritative data to Tableau, AFIMSC began to conduct IHAs, starting with infrastructure modeling. Using a series of color-coded visualizations (green = low to no mission impact, yellow = moderate mission impact, red = high mission impact) Tableau depicted the status of 55,000 infrastructure assets for the entire Air Force — down to individual buildings.

The data can be leveraged with projected funding and installation investment strategies to allow for predictive degradation modeling across the next 30 years. AFIMSC can instantly show leadership the effects different levels of funding would have on mission readiness at the MAJCOM, installation, and facility asset class level — allowing leadership the ability to see where failure could occur.

433RD MEDICAL GROUP REPRESENTED AT 2019 MILITARY HEALTH SYSTEM RESEARCH SYMPOSIUM

Lt. Col. Luis Berrios, 433rd Aeromedical Staging Squadron chief nurse and 433rd Medical Group chief of education and training, speaks to an Australian Army major and captain about his quality improvement project titled "Addressing Reserve Joint-Service Medical Training Gaps through Multi-Faceted Expeditionary Simulation" at the 2019 Military Health System Research Symposium, Aug. 20 in Kissimmee, Florida.



COURTESY PHOTO

RANDOLPH

JBSA-Randolph to host Retiree Appreciation Day

By Airman 1st Class Shelby Pruitt

502ND AIR BASE WING PUBLIC AFFAIRS

Since 1997, Joint Base San Antonio-Randolph has been hosting a Retiree Appreciation Day. This year, the Retiree Activities Office is hosting the event from 8-11 a.m. Sept. 28 at the Kendrick Enlisted Club.

"Our whole mission is to provide assistance to retirees and help solve their problems," said Jon Lindgren, Retirees Activities Office director. "Retiree Appreciation Day allows them to interface with about 50 exhibitors who may present something to help

them make their life easier."

At this event spectators can expect an open ceremony with posting of colors by the Randolph High School Junior Reserve Officer Training Corps, the playing of the national anthem and service melodies and remarks by Brig. Gen. Laura L. Lenderman, 502nd Air Base Wing and JBSA commander. Attendees will then be able to browse the exhibits.

The Retiree Activities Office and its volunteer committee work to bring various vendors to promote their services to retirees. Some of these vendors include the Army and Air Force

Exchange Service, the commissary, Pass and ID Office representatives, the 359th Medical Group with flu shot immunizations, the Texas Veterans Commission, TRICARE, the Air Force Association and many more.

"Most of our vendors come back every year," said Ramona Orum, Retiree Activities Office volunteer counselor. "We try to get as much information as we can out to our retirees."

This event is open to active duty, Reserve and National Guard members of all military services, retirees, and dependents with an ID card. Registration is not required.

"Retirees are retirees – no matter the service," Lindgren said.

In addition to this event providing an abundance of help and information to JBSA retirees, Retiree Appreciation Day offers a casual forum for veterans to mingle and reminisce with each other, current and future military members.

"We encourage active duty folk to come," Lindgren said. "It gives them an opportunity to talk to the 'old folks' like us, hear our stories and learn the difference between today's Air Force and ours."

For more information about Retiree Appreciation Day, call 210-652-6880.

JBSA activities this month draw attention to suicide issue

By Robert Goetz

502ND AIR BASE WING PUBLIC AFFAIRS

A report released in July by the Defense Suicide Prevention Office showed that 325 active-duty members died by suicide last year, the highest number since the Department of Defense began collecting the data in 2001.

Even more striking, the U.S. Department of Veterans Affairs reports that some 20 veterans commit suicide each day, accounting for 18 percent of suicide deaths in the U.S. though they only make up 8.5 percent of the adult population.

Joint Base San Antonio is bringing attention to this serious problem with a number of events during Suicide Awareness Month in September, said Gina Ramirez, JBSA-Randolph Mental Health Outreach coordinator.

"Across JBSA, we are seeing tactical pause days and stand-down days this month," she said. "These aim to focus on building relationships, fostering resiliency and directing members toward resources when needed."

The month's events will also feature a community engagement activity and a presentation by an Iraq War veteran at JBSA-Randolph, and 5K Runs for Life and Resiliency Fairs at JBSA-Randolph and JBSA-Lackland.

Run For Life
Suicide Awareness & Prevention

21 Sept
Randolph AFB

28 Sept
Lackland AFB

www.59MDW.org/RunForLife

COURTESY GRAPHIC

"Randolph Rocks," a monthlong activity sponsored by the JBSA-Randolph Community Action Team, which comprises representatives of helping agencies at the location, will familiarize the community with agencies ranging from Mental Health, Family Advocacy and the Sexual Assault Prevention and Response Office to the Military & Family Readiness Center, 902nd Security Forces Squadron and the Chapel Office.

Community members are encouraged

to find 10 painted rocks outside helping agency buildings and take a selfie with each rock to win a prize.

"Our hope is that people will recognize where we are located and have the phone number for reference," Ramirez said. "The prize will be given to the first person who finds 10 different rocks, takes a selfie with each rock and sends the images to the email address located under the rock."

During the month, 5K Runs for Life and Resiliency Fairs are scheduled from

9-11 a.m. Sept. 21 at JBSA-Randolph's Heritage Park and 9-11 a.m. Sept. 28 at JBSA-Lackland's Wilford Hall Ambulatory Surgical Center. Check-in begins at 8 a.m.

Community members can register at <https://www.59mdw.org/runforlife> and buy T-shirts before sales end.

"This is a competitive event with age categories," Ramirez said.

Suicide is a serious issue among service members, veterans and their families that must be addressed more than once a year, Ramirez said.

"It is human nature to want to be a valued member of a social circle, to have friends and family to love and to be loved by," she said. "And that is why the single most effective and immediate way that military units can reduce the rate of suicide is simply by investing meaningful time within their work teams."

Suicide prevention comes down to one's life as it relates to the four pillars of the Comprehensive Airman Fitness Model, Ramirez said.

"Those four pillars are physical, mental, spiritual and social," she said. "It is more about nurturing the protective factors of good health and building those up so that when the inevitable storms of life approach, the person is ready and capable of handling it."