



JUNE 13, 2014
 VOL. 56, NO 21

**JBSA
 HOTLINES**



**DOD Safe Helpline
 877-995-5247**

**JBSA Sexual Assault Hotline
 808-SARC (7272)**

**JBSA Domestic Abuse Hotline
 367-1213**

**JBSA Duty Chaplain
 221-9363**

A PUBLICATION OF THE 502nd AIR BASE WING — JOINT BASE SAN ANTONIO-FORT SAM HOUSTON



LACKLAND HOUSES IMMIGRANT KIDS PAGE 3



USAISR BLOOD RESEARCH PAGE 6



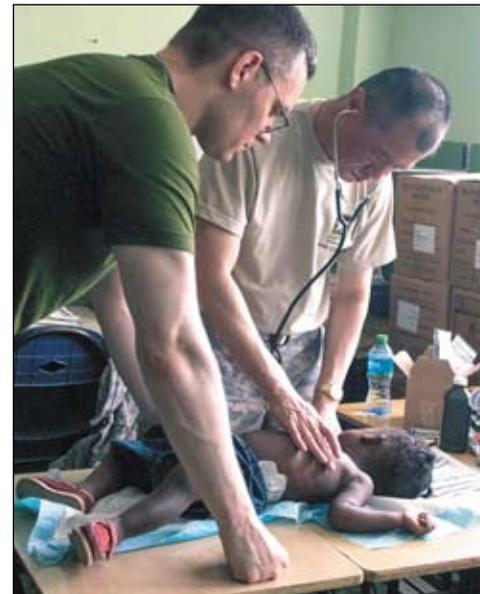
NEC UPGRADES PAGES 10-11

ARSOUTH-led Beyond the Horizon docs save life of critically ill Dominican infant

By Sgt. Lindsey Schulte
 364th Press Camp Headquarters

A Dominican baby lays limp in the arms of Canadian Army Capt. Shane Smith, a doctor with the Canadian Forces Health Center Atlantic out of Halifax, Nova Scotia, as he walked into the pediatric room of the Medical Readiness Training Exercise clinic May 21 at Escuela Inicial y Basica Batey Cinco in Barahona, Dominican Republic.

He quickly laid the infant before U.S. Army Lt. Col. Jack Leong, a pediatric doctor from the 801st Combat Support Hospital at Fort Sheridan, Ill., also participating in the medical readiness training exercise.



U.S. Army Lt. Col. Jack Leong (right) checks for signs of life in the 1-year-old unresponsive infant that Canadian Army Capt. Shane Smith (left) carried into the pediatric room of Escuela Inicial y Basica Batey Cinco May 21 in Barahona, Dominican Republic. Both doctors are in the area as part of the Beyond the Horizon 2014, a U.S. Army South-led mission that provides valuable medical and engineering training for U.S. and partner nation service members while building schools and medical clinics and also providing medical care for the local residents of the Dominican Republic.

Photo by Sgt. Lindsey Schulte

See BTH, P15

502nd AIR BASE WING STANDS DOWN FOR SAPR



Photo by Steve Elliott

Brig. Gen. Bob LaBrutta, 502nd Air Base Wing and Joint Base San Antonio commander, introduces the JBSA Sexual Assault Prevention and Response team of (from left) Dr. Charlotte Moerbe-Dimmitt, JBSA sexual assault response coordinator; Sylvia Cunningham, JBSA-Fort Sam Houston victim advocate; and Edie Davis, director of SAPR student programs, at Friday's SAPR Stand Down at the Student Activity Center. See page 2 for an article with more information about the SAPR Stand Down Day.

LaBrutta on sexual assault, rape:

Not in our house, not in our family, not in our Air Force!

By **L.A. Shively**
 JBSA-Fort Sam Houston Public Affairs

Understanding the sexual predator, to include how he or she thinks and acts, was a focus for this spring's Sexual Assault and Response Stand Down Day. Preventing sexual assaults is a top priority for the military, so knowing more about how a perpetrator operates, to include manipulating people and the environment, will help our community identify and intervene before an assault occurs.

Part of the Stand Down Day included watching video clips depicting real-life sex offenders talking about the methods they used to create vulnerability and accessibility in their victims and described the resulting assaults.

Brig. Gen. Bob LaBrutta, commander, 502nd Air Base Wing and Joint Base San An-

tonio, warned the audiences of approximately 400 JBSA personnel at each JBSA location during a series of discussions that the briefing was graphic and frank but he wanted to present facts and ensure, without veiled innuendo, that sexual offenses of any nature are not, nor will be tolerated on JBSA.

"When you listen to these accounts," LaBrutta told his audience, "take note of the language the offender uses, the way the offender manipulates a somewhat normal situation. Think about the offender's actions; what was he doing; what decisions he was making."

The second part of the SSD commander's call included the general highlighting the influence that each of us has within our culture to ensure sexual assaults do not occur.

LaBrutta shared a fiscal

year 2012 Defense Department "Workplace and Gender Relations" survey of active duty members, where 3,259 Air Force service members responded they had been sexually assaulted, while only 790 reported the incidents, with 449 of those reports going unrestricted and being investigated.

"That means that 86 percent of sexual assaults were not investigated, mostly due to the element of fear within our culture to come forward and report," LaBrutta declared.

LaBrutta discussed ways in which Air Force members can positively influence the culture, making it difficult for perpetrators to assault teammates.

"We have the influence," LaBrutta said.

He ended the commander's call by reviewing the Air Force's SAPR Strategy: Deter perpetrators; Ensure victims feel safe to come

forward; and, Reinforce a positive Air Force climate.

LaBrutta also reiterated his own vision for success against sexual assault: Conviction, Courage and Commitment.

As a community, we must be convinced that there is a problem in our Air Force, have the courage to step in and stop or report inappropriate behavior when it happens and be committed to solving this issue, he said.

"We should be outraged if one of us is impacted by this crime - one!" LaBrutta emphasized. "We will not rest, we will not lose our focus - we will continue our efforts until this number is zero."

For more information contact the JBSA SAPR Advocacy Centers: JBSA-Lackland, 617-7273; JBSA-Randolph, 652-4386; JBSA-Fort Sam Houston, 221-3796. The JBSA Crisis Hotline is 808-7272. The DOD SafeHelp-Line is 877-995-5247.

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Protect your natural body armor from cancer this summer

By **Lt. Col. Kari Bruley**
 U.S. Army Public Health Command

Attention sunbathers, golfers and outdoor enthusiasts!

Skin cancer is the most common form of cancer in the United States with more than 3.5 million cases diagnosed annually. Ninety percent of all skin cancer diagnoses are associated with sun exposure.

If you think your risk for developing skin cancer is low, the fact that one in five Americans is diagnosed in their lifetime may prompt you to better care for your own skin and that of your family members.

You and your family can still enjoy the great outdoors this summer while protecting yourselves from excess risks associated with sun exposure if you simply take a few precautions.

These precautions are extremely important at the beach and swimming pools since water and sand are known to reflect up to 80 percent of the sun's rays, which elevates your overall sun exposure.

- Precautions include:
- Wear clothing that covers skin (to include wearing a wide-brimmed hat and sunglasses that advertise ultra-violet radiation protection).
 - Wear protective clothing that contains a UV Protection Factor of 30 or greater (a UPF 30 garment allows 1/30th of the sun's UV radiation to penetrate the cloth).
 - Spend periodic time under a UPF umbrella.
 - Take advantage of shaded areas when possible, particularly between 10 a.m. and 4 p.m., when the sun is the most intense. (On overcast days, 70-80 percent

of UV rays penetrate through the clouds.)

Use plenty of sunscreen. Here are some tips for using sunscreen.

- Choose a broad-spectrum sunscreen (UVA/UVB).
 - Choose a water-resistant sunscreen.
 - Select a sunscreen with a Sun Protection Factor of 30 or higher. (SPF 30 provides protection from 97 percent of UVB rays.)
 - Apply it to the entire body before you put on a bathing suit to ensure full coverage 30 minutes before sun exposure.
 - Re-apply every two hours or immediately after swimming, towel-drying off or excessive sweating. Sunscreen is recommended for use on infants who are 6 months or older.
- Proper and routine sunscreen use helps prevent sunburn, re-

duce skin cancer risk and helps prevent early signs of skin aging.

In addition to sun exposure protection, the American Cancer Society and the Skin Cancer Foundation recommend avoiding UV tanning booths, examining your skin once per month and seeing a physician once per year for a professional skin evaluation.

During the monthly self-examination, you should look for spots or sores that itch, hurt, scab or bleed; an open sore that does not heal within two weeks; and a skin growth, mole, brown spot or beauty mark that changes in color or texture, increases in size or thickness, is asymmetrical or irregular in border, is larger than six millimeters (size of a pencil eraser), or appears after age 21.

Reducing your risk of skin cancer should become a matter of habit, part of the daily routine.

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News Briefs

Interested In Being A Future Firefighter?

The Fire Explorers Program Recruitment Day is from 10 a.m. to noon Saturday at Fire Emergency Services, Station No. 5, building 1704 (located at Winans and Dodd Roads, near Cole High School) on Joint Base San Antonio-Fort Sam Houston. The Fire Explorers summer program teaches firefighting basics, responsibility, teamwork, discipline and physical fitness. Program is open to Cole High School students only. Explorers can be future junior and senior students between the ages of 15 and 18 years old interested in experiencing the world of fire, rescue and emergency medical service. For more information, call 808-4007.

JBSA-Fort Sam Houston Technology Exposition

The JBSA-Fort Sam Houston Technology Exposition is from 10 a.m. to 2 p.m. June 26 at the Sam Houston Community Center, building 1395. The event is hosted by the Network Enterprise Center and all military, civilian, and contract personnel are invited to this free event. More than 30 exhibitors will provide hands-on demonstrations of various technologies. Complimentary refreshments and giveaways will be available while supplies last. For more information or to request a company or technologies, call 443-561-2412.

WHASC Step Saver Cart Drivers Needed

The 59th Medical Wing Volunteer Service Office needs licensed drivers at least 20 years old to transport patients to and from clinic entrances and parking lots in the vicinity of the Wilford Hall Ambulatory Surgical Clinic, Joint Base San Antonio-Lackland. Carts operate from 8 a.m. to 4 p.m., Monday through Friday. Training is available. For more information, call Terryca Fuller at 292-6591.

Thrift Shop Closed in July, Reopens Aug. 2

The Thrift Shop at Fort Sam Houston, located at 3100 Zinn Road, one block south of Outdoor Recreation, is operated by the Spouses' Club of the Fort Sam Houston Area. Hours are 9:30 a.m. to 2:30 p.m. Wednesday, Thursday and the first Saturday of each month with consignments from 9:30 a.m. to 1 p.m. from military ID cardholders. The shop will be open throughout June with regular days and hours. It closed the month of July and reopens Aug. 2. Call 221-5794/4537 or visit <http://www.scfsh.com>.

See NEWS BRIEFS, P6

JBSA-Lackland temporarily housing immigrant minors in former dorms

By Mike Joseph
JBSA-Lackland Public Affairs

The only sounds heard inside the Hackney Training Complex at Joint Base San Antonio-Lackland eight months ago were usually the commands given by Military Training Instructors and the responses returned by trainees in Air Force Basic Military Training.

There has been silence at the Recruit Housing and Training facility since the 321st Training Squadron relocated to Airman Training Complex No. 2 last November.

For the next 90-120 plus days, however, there will be reverberation within the confines of the 215,000-square foot RH & T. Those sounds will mainly be the voices of 62

Spanish-speaking case managers and of the children they are trying to assist.

The former BMT facility was turned into a temporary shelter May 18 by the Department of Health and Human Services' Administration for Children and Families. The shelter is for unaccompanied Central American minors who have been caught illegally crossing into the United States.

At HHS' request, Secretary of Defense Chuck Hagel directed U.S. Northern Command to provide a temporary facility at JBSA-Lackland. U.S. Army North, USNORTHCOM's Army component command headquartered at JBSA-Fort Sam Houston, has been coordinating the DOD support between HHS



Courtesy photo

The Department of Health and Human Services' Administration for Children and Families is overseeing the care and housing for immigrant minors at a recruit housing and training facility on Joint Base San Antonio-Lackland.

and JBSA-Lackland.

A recent sharp increase of Central American children trying to cross the border led the Department of Homeland Security to declare a level-four

alert in mid-May. By declaring the highest alert condition for agencies handling children who cross illegally, it allowed Homeland Security officials to call on emergency resources

from other government agencies.

During a June 5 tour of the shelter for local and national media given by HHS/

See IMMIGRANT, P5

502nd CES responds quickly to HHS needs

By Mike Joseph
JBSA-Lackland Public Affairs

The 502nd Civil Engineer Squadron responded after the call came late on a Friday afternoon in mid-May to establish an emergency shelter to house up to nearly 1,200 unaccompanied alien children at a Joint Base San Antonio-Lackland facility.

In less than 24 hours, the 502nd CES notified the Department of Health and Human Services that the Recruit Housing and Training facility to

serve as the shelter was ready to accept children after the May 16 call. The first children arrived May 18.

"We knew it was coming but we couldn't start until we got the actual 'go,'" said John Heye, JBSA-Lackland deputy base civil engineer.

Heye said prior to the May 16 notification, the 502nd CES assessed the former basic military training facility in anticipation of its use by DHHS. The building, constructed in 1969, had been vacated in November 2013

when the 321st Training Squadron relocated to Airman Training Complex No. 2.

"We had to resurrect the building if you will," Heye said. "It had been 'quiet' since BMT had moved out. Our crew really jumped on it. We had 15 to 20 personnel who worked the whole weekend. They did a lot of inspecting and repairing at the same time."

The prior building assessments and no need for major repairs, coupled with the experience of having prepared a similar shelter, albeit on a



Courtesy photo

The 502nd Civil Engineer Squadron worked quickly to prepare a former basic recruit housing and training facility into a haven for more than 1,000 unaccompanied alien children in less than 24 hours.

much smaller scale, for HHS two years ago, helped speed the process along.

"The comprehensive work and monumental

effort our 502nd CES professionals committed in preparing this facility to receive these

See CES, P5

IMMIGRANT from P3

ACF representatives, officials said 1,820 children ages 12 to 17 have been housed at JBSA-Lackland since it opened while federal officials seek their relatives or sponsors.

Officials also said 840 children have been released to vetted family members or sponsors through June 3.

The facility can house up to 1,200 children at one time.

The media tour showed most everything needed to run the shelter is encapsulated within the RH&T.

Staffed by BCFS Health and Human Services, a faith-based non-profit organization, children are served three meals and two

snacks in the facility's dining hall. Also within the screened, fenced-in area are soccer areas, a basketball court, arts and crafts, basic English and math classes, and religious studies.

Each child at the shelter has a cot and locker, and is issued new clothes on arrival. Laundry access for staff and children is

also onsite.

Ten security officers representing the Texas Department of Public Safety, San Antonio Police Department and the Bexar County Sheriff's Office work in shifts to keep the perimeter secure and inaccessible to unauthorized personnel.

Children receive a medical screening, vaccinations and treatment for

lice or scabies before arriving at JBSA-Lackland. They are also re-screened on arrival and re-treated if necessary. There are 58 medical professionals who work at the shelter, including an emergency room pediatric physician and one on call.

Paramedics are stationed at each wing in the shelter and a mobile medical unit is

parked right outside the shelter. The adult staffers work 12-hour shifts and the child-to-adult ratio is 12 to 1.

Children released to family members or sponsors are expected to appear at court proceedings. The court will decide whether the child stays in the U.S. or is eventually sent home.

Keep your records safe in case disaster strikes

By **Lea Crusberg**
Internal Revenue Service

Some natural disasters are more common in the summer, but major events like hurricanes, tornadoes and fires can strike any time. It's a good idea to plan for what to do in case of a disaster.

You can help make your recovery easier by keeping your tax and

financial records safe. Here are some basic steps you can take now to prepare:

- Back up records electronically. Many people receive bank statements by email. This is a good way to secure your records. You can also scan tax records and insurance policies onto an electronic format. You can use an external hard drive, CD or DVD to

store important records. Be sure you back up your files and keep them in a safe place. If a disaster strikes your home, it may also affect a wide area. If that happens you may not be able to retrieve your records.

- Document valuables. Take photos or videos of the contents of your home or business. These visual records can help you prove the

value of your lost items. They may help with insurance claims or casualty loss deductions on your tax return. You should store them with a friend or relative who lives out of the area.

- Update emergency plans. Review your emergency plans every year. Update them when your situation changes.

See RECORDS, P17

CES from P3

children, with such short notice, further demonstrates the incredible capabilities and work ethic our engineers provide in support of Joint Base San Antonio 24/7/365!," said Brig. Gen. Bob LaBrutta, 502nd ABW and JBSA commander.

Repairs were made to the air conditioning system and hot water boilers along with operational checks on the electrical and fire alarm

systems. Doors also had to be repaired for security and fire egress, a bee hive removed, debris cleaned up, furniture moved, an environmental assessment completed and a lease signed.

"We'd have done the same things regardless of who would have gone into the building," Heye said. "We are fortunate to have the dedicated and skilled craftsmen that made this effort go smooth so we could support their mission."

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News Briefs

Continued from P3

Temporary Closure Of SAMMC Commercial Gate Entrance

The San Antonio Military Medical Center's commercial vehicle entrance gate at Interstate 35 is closed. The closure will allow repairs to be made to the concrete driveway. The gate will reopen to commercial traffic at 6 a.m. June 20. Since many hospital staff members use the gate to exit the installation at the end of the day, higher traffic volume is expected at the two other gates during the closure. Commercial vehicles will use the Beach Gate on Binz-Engleman Road during the closure. For more information, call 221-3514.

New Privately Owned Vehicle Shipment Contract Implemented

International Auto Logistics is the new Department of Defense global privately owned vehicle provider. There will be no break in service for turn-in, pick-up, or storage of POVs. For vehicle processing center locations and contact information, visit <http://www.pcsmygov.com>. For more information, call the Personal Property Processing Office at Joint Base San Antonio-Fort Sam Houston at 221-1605, at JBSA-Lackland at 671-2821 or at JBSA-Randolph at 652-1848.

Garden Avenue Lane Closures

Garden Avenue between Wilson Road and Hardee Road will be rebuilt this summer and the construction will not allow two-way traffic. Access to driveways along both sides of Garden Avenue will remain open. Motorists are encouraged to follow the signs posted for the detour route.

Hardee Road Closure

Phase II construction on Hardee Road will require the closure of the intersection of Stanley and Hardee Roads. Access to the Army Medical Department parking lot will be through the intersection of Scott and Hardee Roads. Motorists are encouraged to follow the detour route to Schofield Road. The AMEDD parking lot north of Hardee Road will remain open and accessible from the Scott Road side. Construction should be completed by July 7.

Scott Road Closure From Taylor Road to Schofield Road

Scott Road between Taylor Road and Schofield Road will be closed to through traffic through June 27 to remove and overlay the existing asphalt pavement with new asphalt pavement and replace damaged curbs. Motorists are encouraged to follow the signs posted for detour route.

USAISR blood bank supports blood research

By Steven Galvan
USAISR Public Affairs

As a biomedical science technician for the Coagulation and Blood Research Task Area at the U.S. Army Institute of Surgical Research at Joint Base San Antonio-Fort Sam Houston, Armando Rodriguez says that he puts his blood and sweat into his work – literally.

Rodriguez has been donating blood to the CBR Blood Bank for more than three years, making him the top donor with the most blood volume to be used for combat casualty care research.

"I'm proud to know that I am making a difference," Rodriguez said. "It makes me feel good to know that what I'm doing is going toward giving a wounded warrior the opportunity to make it home alive."

Spc. Dale Cmaylo, a medical laboratory specialist, helps to collect the blood from donors with the requests made by CBR and other Institute investigators.

"The research is priceless and important," he said. "The majority of the research on blood is on coagulation and the storage of fresh blood and platelets, a component of blood."

According to Cmaylo, all of these areas of blood research are important for both combat wounded and civilian trauma patients. Coagulation stops blood loss for a patient who is bleeding. Platelets aid in coagulation.

These blood products are life-saving when patients are severely bleeding, particularly if they are given early, but providing them on the battlefield is challenging. That's where research on the storage of blood and its products is vital – especially for patients in austere environments where access to a hospital may be hours away.

"Blood is life," said Sgt.



Photo by Steven Galvan

Armando Rodriguez (right), a biomedical science technician for the Coagulation and Blood Research Task Area at the U.S. Army Institute of Surgical Research at Joint Base San Antonio-Fort Sam Houston, prepares to have a blood sample taken by medical laboratory specialists Spc. Dale Cmaylo (left) and Sgt. Andrew Ludescher.

Eunjoo Kim, CBR medical laboratory specialist. "We have to do the research to improve shelf life of and storage of platelets so that we can deliver good products to the battlefield."

The Research Blood Bank is designed to collect blood products on an "as needed" basis as requested by CBR and other Institute investigators.

Recently, the CBR Blood Bank added new types of collections that will increase the scope of blood research at the institute. A list of donors, to include Rodriguez, is maintained by the CBR Blood Bank.

When an investigator requests a blood product, the medical laboratory specialists go to work on calling the donors and collecting the requester's item. Kim, who's aptly nicknamed "Vampire," said that while a list is maintained and utilized regularly, one of her jobs is to recruit

new donors to be added to the list.

"It is very important that we support our researcher when they request blood products," Kim said. "We don't store blood unless it's for a researcher, so it's important that we have donors available when we get the requests."

Donors like Rodriguez can donate blood at any time, but there's a limit to how much and how often, which is why the blood bank needs a large donor pool to provide the blood products needed for research.

According to Dr. Heather Pidcoke, an investigator with the CBR Task Area, there is a critical platelet study that is needed right now.

"It is limited by the small number of platelet donors," she said.

"We can only get one unit per donor every two months," Cmaylo added.

That equals to 15.2 ounces or 450 milliliters every 56 days or eight weeks, a regulation set by the American Association of Blood Banks. Also, since the blood collected at the Research Blood Bank is used only for research, only those regulations that protect the donor apply. There are no patient safety issues to consider since research blood products are never given to humans.

Rodriguez said that he'll continue donating blood in order to support blood research.

"We are at the forefront of science to optimize and improve outcomes during the 'golden hour' for the Soldiers," he said.

As long as there are donors like Rodriguez, Cmaylo will continue collecting it for the same reasons.

"I feel like we're contributing to knowledge and future practices in medicine," Cmaylo said.

U.S. Army's 239th birthday: Continental Congress authorizes an army

When the American Revolutionary War broke out in 1775, the original 13 Colonies did not have a shared army, but instead a collection of independent colonial militias.

The first battles of that war were fought April 19, 1775, in Middlesex County, Mass., by patriots of the Massachusetts militia. They were the Battles of Lexington and Concord, the first hostilities between the Colonies and Great Britain.

Following the Battles of Lexington and Concord, and as British troops moved back across Massachusetts toward Boston, colonial militia from around New England began massing around that city. Within days, thousands of militia members under the leadership of Artemas Ward of Massachusetts had Boston under siege.

By May 10, just weeks after hostilities began in Massachusetts,

the Second Continental Congress convened in Philadelphia. On the agenda: creating a common army to defend the Colonies.

A month later, June 14, Congress approved the creation of that army, the Continental Army. The new force was made of those militiamen already gathered outside Boston, some 22,000 of them, plus those in New York, about 5,000.

The following day, Congress named Virginian George Washington as commander-in-chief of the Continental Army, and named Ward his second-in-command the third day.

Congress also resolved to form a com-



See ARMY BD, P17

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No longer a dream in the cloud

JBSA-Fort Sam Houston pilots massive network infrastructure modernization effort

By Dennis Garrison
Deputy Director, Network Enterprise Center

“When people ask me to provide an example of where joint basing is working extremely well, it’s an easy answer – the partnership between the 502nd Communications Squadron and the 106th Signal Brigade,” said Brig. Gen. Bob LaBrutta, commander of the 502nd Air Base Wing and Joint Base San Antonio.

The U.S. Army Signal Network Enterprise Center recently completed a first of its kind self-help effort to modernize the JBSA-Fort Sam Houston network infrastructure.

The modernization included increasing network speed from a one-gigabyte connection to a 10 GB inter-building connection and the link into the global information grid from 10 GB to 100 GB.

The effort was “self help” in that past large-scale modernization projects were managed at the service component level and took a year or longer to complete. To reduce costs and time, Army senior leadership approved a new method to procure and field network components across the Army.

JBSA-Fort Sam Houston was chosen as the pilot location and is the first to implement Network Modernization-continental United States, known as NETMOD-C.

“It is amazing to think that just a year ago we were still trying to align all the Army acquisition and engineering pieces to make network modernization a reality,” said Col. Jay Chapman, commander of the 106th

Signal Brigade. “Deciding to pilot it here was the right decision and the NEC, joined by all of its mission partners, developed a local plan that you would think was years in the making.

“The combined team did in four months what past processes have shown takes more than a year,” Chapman said. “We are already installing across the CONUS southwest and southeast domains at Fort Bliss, Texas; Fort Stewart, Ga.; Fort Sill, Okla.; Fort Polk, La.; as well as Red River Army Depot in Texas using the JBSA model.”

The JBSA-Fort Sam Houston NEC replaced 1,390 network switches and core routers providing uplink into the Defense Information Systems Agency’s Global Information Grid. The bulk of the work was done in four months by an integrated team of personnel from the NEC, the Air Force’s 502nd Communications Squadron, the 106th Signal Brigade, the

93rd Signal Brigade, the 56th Signal Battalion, the Information Installation Infrastructure Modernization Program office and DISA.

In addition to the various cyber units involved, the 502nd Civil Engineering Squadron was an integral team member ensuring that power, grounding, heating and air conditioning issues were immediately mitigated. The combined team effort was recognized by Lt. Gen. Robert Ferrell, Army chief information officer/G6, at the JBSA-Fort Sam Houston NETMOD-C recognition ceremony where Soldiers, Airmen and civilians were honored.

“Leveraging joint partnerships will increase both our upfront buying power and decrease our long-term costs to provide network capabilities and all enterprise services,” Ferrell said in an update to the Secretary of the Army and the Chief of Staff. “Joint



Photo by L.A. Shively

Lt. Gen. Robert S. Ferrell (left), Army Chief Information Officer/G6, presents Air Force Staff Sgt. Jessica J. Walker the Army Achievement Medal March 26 at the Network Modernization-Continental United States awards ceremony at the JBSA-Fort Sam Houston Network Enterprise Center. Also pictured are Col. Jay Chapman, commander of the 106th Signal Brigade, and Jesus M. RosaVelez, director of the JBSA-Fort Sam Houston NEC.

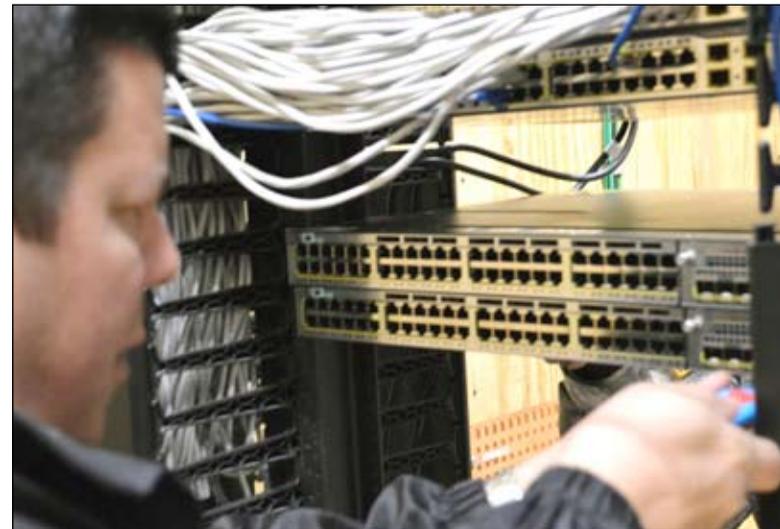


Photo by Rudy Estrada

Kerstan J. Marquez, an information technology specialist at the Joint Base San Antonio-Fort Sam Houston Network Enterprise Center, installs upgraded switches at the Mission and Installation Contracting Command headquarters at the Long Barracks on JBSA-Fort Sam Houston.

Base San Antonio is clearly an Army-Air Force success story and we are ready to shift to Joint Base Lewis-McChord as our next major objective.”

The NEC is pursuing additional enhanced capabilities made possible by the newly modernized network. Internet protocol video teleconferencing is already in limited production and will significantly improve VTC capability and quality as well as reduce costs associated with the current outdated VTC systems.

The NEC is also currently testing a plug-and-play network security protocol that will allow users greater mobility. The new protocol provides for user-based network security instead of the current machine-based methods. The

user-based method will allow the customer to plug a laptop (or desktop in the case of office moves) into any network port on JBSA-FSH and log in without any NEC intervention. As other installations install this capability, the plug-and-play feature becomes enterprise wide.

Other improvements and enhancements will include voice over internet protocol phones, unified communications collaboration tools (chat, desktop video, etc.) and applications in the cloud, eliminating the need for common software loaded on each computer.

However, the NETMOD-C initiative is even more far reaching. At this time, several other installations are in the process of implementing NETMOD projects.



JOINT BASE SAN ANTONIO

Over the next few years, the Army intends to have all installations upgraded to the latest network equipment. Ultimately, network improvements and other joint service efforts will position the military for an interoperable network.

“This modernization sets the foundation for better integration for mission partners spread out across various JBSA locations – notably the Air Force’s 37th Training Wing at JBSA-Lackland and its subordinate unit the 937th Training Group at JBSA-Fort Sam Houston,” said Lt. Col. Glenn Garay, 502nd Communi-

cations Squadron commander. “It will also improve the integration and behind-the-scenes collaboration that supports patient care at the San Antonio Military Medical Center, which currently straddles multiple networks across JBSA-Fort Sam Houston.”

“JBSA-Fort Sam Houston is at the forefront of the Defense Department’s transition to the joint information environment,” said Lt. Col. Christopher Barry, S3 Plans Division chief, 106th Signal Brigade. “The joint information environment will go a long way toward eliminating today’s service-centric stovepipe

network environments.

“Imagine actually being able to share email, files, websites – in fact, virtually all information – among different service components (Army to Air Force, Air Force to Navy, etc.) and across different posts, bases, stations in different states or countries,” Barry added.

Within the next few months, DISA, NEC and the 502nd Communications Squadron will be involved in the stand-up of the first Joint Regional Security Stack, or JRSS. Currently, more than 400 security stacks (aka firewalls) throughout CONUS are managed by different services at various installations. Security stacks filter and screen the data as it goes in and out of each installation.

“The current security architecture is complex, cumbersome and difficult to maintain. It also leads to disparate networks and significantly limits or prevents the sharing of data and resources,” said Joe Perez, networks division chief of the JBSA-Fort Sam Houston NEC. “The JRSS initiative will reduce the number of security stacks to 15 or fewer.

“In addition to the enormous savings in resources such as people, equipment, etc., the JRSS architecture will place the different service components in the same security enclave, thus allowing the unfettered sharing of data in a true enterprise environment,” Perez said.

Chapman said these initiatives position JBSA-Fort Sam Houston as a forerunner for future development.

“The improvements made to our installation network paves the way for further information technology initiatives to improve the user experience that will tap into the Army cloud where applications and data will soon reside,” Chapman said. “Enterprise email was a journey at first, but I think most would say it has made communication and access better. Soon, SharePoint, storage and more will follow the same paradigm.”

“Joint efforts lead to joint capabilities and the joint information environment,” Chapman said.



Photo by Rudy Estrada

Army Spc. Shannon January from the 56th Signal Battalion at Joint Base San Antonio-Fort Sam Houston holds new switches in place while technicians (not pictured) fasten them to a rack at the Mission and Installation Contracting Command headquarters at the Long Barracks on JBSA-Fort Sam Houston.

Army Surgeon General hosts rare convention of medical commanders

By Dr. Valecia L. Dunbar
Army Medicine Public Affairs

More than 350 leaders of military medicine convened at Joint Base San Antonio-Fort Sam Houston May 15 for a two-day leadership and training conference that was rare in both its occurrence and its agenda which challenged leaders to “ask the questions that would get them fired.”

In this provocative context, Army Surgeon General, Lt. Gen. Patricia Horoho invited leaders to think critically without repercussion and set the tone for a discussion on the “signals of change” that question the nation’s need for Army Medicine capabilities in the future.

“We are seen through the lens of public health-

care and we are seeing small signals of change for which we need to be in a position to respond,” Horoho said.

The ability of U.S. Army Medical Command to meet future needs rests in the transformation of Army Medicine from a healthcare system, which focuses on treatment of disease, to a system for health which focuses on disease prevention.

A key component of the system for health is the Performance Triad, the Army surgeon general’s initiative to improve stamina, readiness and health through quality sleep, enhanced activity and improved nutrition.

The Performance Triad directly supports the Army’s Ready and Resilient Campaign and

the Comprehensive Soldier and Family Fitness Program.

The training session was an opportunity to invite tactical level leaders to form “silos of influence,” said Horoho, that will broaden group interaction and information sharing to better disseminate key messages across tactical, operational, and strategic levels.

Horoho called for the proactive alignment of strategic capabilities to address readiness and skill sustainment across MEDCOM and have a direct impact on service delivery to more than 3.9 million beneficiaries worldwide.

“No other provider can deliver the services and capabilities that we can,” Horoho said.

“What we need to talk about is how we ascertain our value, because what we have really been working towards is to make ourselves obsolete. That should be our goal because if we have not been working to drive ourselves out of business, then we are not serving our customers.”

The transformation of MEDCOM is grounded in the successful implementation of the Operating Company model which will enable Army Medicine to move toward a system for health through the integration and standardization of processes across the organization.

According to the Army Medicine 2020 Campaign Plan, the OC framework is designed around integrated, standardized, and



Photo by Dr. Valecia Dunbar

Lt. Gen. Patricia Horoho, Army surgeon general and commanding general U.S. Army Medical Command, delivers her opening remarks on the changing environment of military medical readiness and the future of healthcare during a rare convening of more than 350 military medical leaders attending the Army Medical Command Team Leader Development and Training Session May 15-16 at Joint Base San Antonio-Fort Sam Houston.

clearly defined processes across the organization, performance metrics, and decision making; thereby driving accountability and a high focus and priority given to process quality, repeatability, and standards to drive a better,

more consistent patient experience while also containing costs.

The campaign plan end state is a system for health that enables ready and resilient Soldiers, families and communities to win our nation’s wars.

Army Medicine rolls out new PTSD training products

By Kirk Frady
MEDCOM Public Affairs

The U.S. Army Medical Department Center and School has developed two training products to help Soldiers understand the nature of combat stress reactions, strategies to seek help and strategies for units to set a command climate that supports seeking help.

The training products are titled “First Contact: A Defining Moment” and “The War Inside” and are available on the Army Training Network at https://atn.army.mil/dsp_template.aspx?dpID=452.

“First Contact: A Defining Moment” is an opportunity for Soldiers and leaders to hear from Soldiers – in their own words – about their combat experiences, their natural

psychological reactions, challenge stigma-related beliefs about behavioral health problems and encourage those who may be struggling with posttraumatic stress to seek help.

Each Soldier in the video shared their story in hopes of encouraging Soldiers and leaders to help a fellow warrior make first contact with a helping professional before problems get out of hand.

The target audience is active, Reserve and National Guard Soldiers in the 90- to 180-day post-deployment window. This training is most effective if delivered in small group discussion led by NCOs.

However, this video can also be viewed as a self-development video to encourage Soldiers and



leaders to understand more about posttraumatic stress reactions.

“The Soldiers and NCOs in the video were extremely courageous to come forward with their story, so that others may watch the video and get help if they need it,” said Col. Steve Lewis, from U.S. Army Medical Command’s Behavioral Health Division. “I think many of us can view these stories and think of someone we know who’s

been to war and who could benefit from getting help.”

“The War Inside” is a training platform known as a virtual experience immersive learning simulation. It was created to address the stressful transitions that many of our Soldiers, leaders and family members encounter as they redeploy.

This product is suitable for self-paced or instructor-led training.

“The War Inside’

vignettes are very realistic,” Lewis said. In fact, Lewis said to make this training as realistic as possible, some of the language in the videos is rather strong and could be viewed as abrasive or offensive.

“The raw emotions expressed in the vignettes highlights the challenge of recognizing that things aren’t the way they used to be and that getting help can be tremendously beneficial for oneself,

the family and the unit,” he added.

The purpose of training is to develop critical thinking, decision-making and problem-solving skills; build and enhance resiliency factors; provide awareness of the risk factors which impact resiliency; and provide users with a basic knowledge in recognizing the challenges faced by Soldiers and their families as they reintegrate into garrison life.

STEELE STUDENTS, WOUNDED WARRIORS FACE OFF IN FRIENDLY DODGEBALL GAME

Army Staff Sgt. Nakia Merritt (right) dodges a ball thrown by a Steele High School student during the annual Steele High School versus Center for the Intrepid dodgeball game May 30 at the CFI on Joint Base San Antonio-Fort Sam Houston. A group of Steele High School students visit the wounded warriors annually to challenge them to a friendly game of dodgeball. The high school is located in Cibolo, Texas.

Photo by Robert Shields



BTH from P1

Both doctors are in the area as part of the Beyond the Horizon 2014, a U.S. Army South-led mission that provides valuable medical and engineering training for U.S. and partner nation service members while building schools and medical clinics and also providing medical care for the local residents of the Dominican Republic.

"The child was completely unresponsive," Leong said.

Communication was difficult due to the nature of the region. Many of the residents speak Spanish or French, or a mixture of both.

The dire situation caught in their eyes but they questioned the aunt calmly in Spanish and French, trying to deduce the child's symptoms before the baby had fallen unconscious.

"Two doctors worked together and the two languages worked together," Leong said.

Somewhere between the two doctor's bilingual talents of Spanish and French, they uncovered the source of the infant's illness.

Three simple and treatable ailments had compounded so drastically within the tiny body that it left the baby in a critical state.

"He had a fever, double ear infection, and

severe dehydration," said U.S. Army 1st Lt. Isavelita V. Goodearly, registered nurse for the pediatric room here, with the 352nd CSH's Bravo Company out of Camp Parks in Dublin, Calif.

"We were afraid the baby might die within our care due to dehydration, because around the world children still die of dehydration" Leong said. "Something as simple as that, they still die from it. We were afraid this one was going to be one

of them."

They believed the child required immediate hospitalization to survive.

"We called for assistance, we called for possibly a ride or an ambulance because the person caring for the baby did not have transportation," Leong said. "All the teams and leadership got together and were working on the transportation for us. That's going beyond what was our original intention of being there."

CitiHope, the non-governmental organization partners in the MEDRETE, were prepared to transport the child in their vehicle. In the midst of conferring with president of CitiHope Dominicana, Timothy R. Tuccelli, the doctors treated the infant, determined to give the child a chance.

"As they were preparing transportation we kept hydrating the child. He kept responding more and more," Leong said.

The little boy's cry

broke through the somber room and spread smiles upon every face.

"That's a good sign," said Smith, with relief in his voice.

Soon the little boy's eyes were open, and he wrapped his tiny hands around the syringe used to feed him the electrolyte solution that had revived him.

"We were lucky because when we attempted rehydration, the child revived very quickly although the child was

completely unresponsive when I was examining the ears," Leong said.

The aunt took the child into her arms again and listened attentively as Smith prescribed the antibiotics she would have to administer to cure the child.

"There may be nothing more beautiful than the life of a child," Leong said. "Because of the MEDRETE available here, that beautiful life was not lost."

2 x 4.75 AD

3 x 4.75 AD



Free SAT/ACT Test Preparation

eKnowledge offers free \$250 SAT and ACT Test Preparation programs to active duty, transition military, veterans, retired military, Reserve and National Guard and federal employees. The eKnowledge sponsorship covers the complete \$250 purchase price for the SAT or ACT Test Preparation Program. The student pays for the cost of delivering the program: DVD student fee of \$17.55 for the cost of materials, support and shipping. Online Cloud student fee of \$19.99 for student support and streaming. Order online at <http://www.eKnowledge.com/Houston>.

Learn How To Be More Suicide Alert

As a safeTALK-trained suicide alert helper, you will be better able to move beyond common tendencies to miss, dismiss or avoid suicide; identify people who

have thoughts of suicide; apply the TALK steps (Tell, Ask, Listen and KeepSafe) to connect a person with suicide thoughts to suicide first aid, intervention caregivers. Class maximum is 40. At Joint Base San Antonio-Randolph, classes are 8:30 a.m. to noon June 23 at the Chapel Annex. At JBASA-Lackland, classes are 1-4:30 p.m. July 17 at Freedom Chapel, building 1528; 1-4:30 p.m. Aug. 7, Gateway Chapel, building 6300; and 8-11:30 a.m. and 1-4:30 p.m. Sept. 25, Freedom Chapel, building 1528. To attend, call 671-2911.

Army Family Advocacy Program Unit Training

Monday, June 23 and 30 from 8-10 a.m. and Wednesday and June 25 from 2-4 p.m. at the Military & Family Readiness Center, building 2797. Army Annual FAP Training is mandated Army Unit Family Advocacy Training in accordance with Army Regulation 608-18 regarding domestic and child abuse identification, reporting and prevention. Also covered: Lautenberg Amendment, Restricted/Unrestricted Reporting and Victim Compensation. Sessions consist of

30-minute increments, starting on the half hour. Class 221-2705 or 221-0349.

H.U.G.S. Playgroup

This interactive playgroup for parents and children up to age 5 meets Tuesday from 9-11 a.m. at the Middle School Teen Center, building 2515. Call 221-0349.

Family Readiness Forum

Tuesday from 11 a.m. to 1 p.m. at the Military & Family Readiness Center, building 2797. This forum provides time for Family Readiness Group leaders and support assistants the opportunity to discuss, network and share lesson learned. Call 221-0946 or 221-1868.

Airman Pre-Separation Briefings

Tuesday, 9 a.m. to noon, Military & Family Readiness Center, building 2797. Airmen separating or retiring must attend this mandatory briefing. They can schedule their pre-separation appointment up to 24 months before their retirement date or up to 12 months prior to their separation date. Call 221-2705.

Family Readiness Group for Commanders

Wednesday from 8 a.m. to 12:30 p.m. at the Military & Family Readiness Center, building 2797. This training provides command leadership a better understanding of their FRG and the role of the FRG, how to utilize their volunteers, in addition to their roles and responsibilities to the Families/FRG. Discussion will also include regulations, Joint Ethics issues, Standard Operating Procedures, position descriptions, and information on various community and local support networks. Call 221-0946 or 221-1868.

Exceptional Family Member Support Group

Wednesday from noon to 1 p.m. at the Military & Family Readiness Center, building 2797. This is a support group for parents with exceptional family members. Call 221-2962 or 221-2705.

Army Master Resiliency Training

Thursday from 9 a.m. to noon at the Military & Family Readiness Center, building 2797. Learn to

identify your thoughts about an activating event and the consequences of those thoughts. Call 221-9848 or 221-2418.

Safety Seat Clinic

Thursday from 9:30-11:30 a.m. at the JBASA-Fort Sam Houston Fire Station, building 3830. The safety seat clinic's purpose is the inspection and installation of safety seats to ensure children are safely and properly restrained when on the road. Registration is required and the child (children) must be present to be weighed and measured. Call 221-0349 or 221-2418 to register.

Hearts Apart Support Group

Thursday from 11 a.m. to 1 p.m. at the Military & Family Readiness Center, building 2797. This support group is for spouses of geographically separated military couples. Call 221-0946 or 221-1868.

EFMP Arts and Dance Camp

June 23-26 or July 21-24 from 9 a.m. to noon at the Fort Sam Houston Elementary School. This free camp is for EFMP Special Needs Children ages 6 to 18 years

old. A camp will also be held July 8-10 at JBASA-Randolph Fellowship Hall. These camps are facilitated by VSA Texas, a member of the international network of VSA, an affiliate of The John F. Kennedy Center for the Performing Arts. To register at JBASA-Fort Sam Houston call 221-1616 or 221-2962. At JBASA-Randolph, call 652-5321.

Army Family Team Building Leadership Development

June 24-26 from 8:30 a.m. to 2:30 p.m. at the Military & Family Readiness Center, building 2797. This class introduces and helps people develop leadership skills. Call 221-9196 or 221-2705.

Family Readiness Support Assistant Training

June 24-25 from 8:30 a.m. to 1:30 p.m. at the Military & Family Readiness Center, building 2797. This training will orient and inform FRSA's about the roles and responsibilities of their position. The FRSA plays a key role in assisting the efforts of commanders and FRG volunteer leaders in their support of service members and their families. Call 221-0946 or 221-1868.

Defense Department tracking Middle East Respiratory Syndrome virus

By Jim Garamone
American Forces Press Service

The Defense Department is closely monitoring the spread of the Middle East Respiratory Syndrome which has infected more than 800 people worldwide, said Air Force Col. Carol Fisher, DOD's director of Public Health, June 5 in Washington, D.C.

Those who catch the virus, first identified in 2012, exhibit flu-like symptoms – fever, cough and shortness of breath.

During an interview with American Forces Press Service, Fisher said the current risk of service members contracting the virus is fairly low. “But in an age of travel around the world in

24 hours, there is always a danger,” she said.

There are two confirmed cases of MERS in the United States – in Indiana and Florida. Both patients contracted the virus in Saudi Arabia.

The hotspot for the disease is the Arabian Peninsula and some neighboring countries, such as Kuwait, Bahrain, Qatar, the United Arab Emirates, Oman, Yemen, Jordan and Lebanon. Other areas of concern are Iran, Syria, Iraq, Israel, the Gaza Strip and the West Bank, according to the Centers for Disease Control.

There are thousands of American service members in this region with many others transiting each day. Fisher said the best defense,

“is to wash your hands often using soap and water, or, if that is not available an alcohol-based hand sanitizer.”

There is growing medical evidence that the virus originated in camels. Fisher also advised service members to “stay away from animals, especially sick animals.”

There is also a danger of human-to-human transmission especially between patients and health-care practitioners, she said.

It takes some time for MERS symptoms to show up, so the colonel recommended that “if you develop flu-like symptoms inform doctors and nurses of your travel history.” They will test for the virus.”

Hagel orders comprehensive Military Health System review

Defense Secretary Chuck Hagel has ordered a comprehensive review of the Military Health System.

Dr. Jonathan Woodson, the assistant secretary of defense for health affairs, will lead the review, said Pentagon Press Secretary Navy Rear Adm. John Kirby in a statement May 28.

The review, Kirby said, will focus on access to care and an assessment of the safety and quality of health care, both in military treatment facilities and in health care that the Department of Defense purchases from civilian providers.

Expected to last for 90 days, the review will examine whether current access to care meets the department's standards, Kirby said. It will also examine the safety and quality

of the care provided to all DOD beneficiaries, he added.

“Following the review, the secretary will receive recommendations on areas for improvement,” the admiral said, “with a specific focus on those areas where we are not meeting a nationally defined standard or a DOD policy-directed standard.”

Hagel met with Deputy Defense Secretary Bob Work and the service secretaries to discuss the review's parameters and his expectations for it, Kirby said.

The Military Health System provides health care for more than 9.6 million beneficiaries, including active duty service members, retirees and eligible family members.

(Source: American Forces Press Service)



Scout Strong Patriot Run

The annual Flag Day 5K Race and Kids' 1K Fun Run honoring the Armed Forces has partnered with the Boy Scouts of America and Scout Strong initiative to promote a healthy, active lifestyle for the Scouts, families and communities. The Scout Strong Patriot Run is Saturday, starting at the Blue Bonnet Palace at 17630 Lookout

Road in Selma. Check in is 7 a.m., race begins at 8 a.m. and there is an awards ceremony at 9 a.m. Registration is also open online at www.AlamoAreaBSA.org/Scout-StrongPatriotRun. Call 385-8248 for more information.

Van Autreve Sergeants Major Association

The SMA Leon L. Van Autreve Sergeants Major Association meets at 5 p.m. on the third Thursday of each month at the Longhorn Café, 1003 Rittiman Road. All active duty, Reserve, National Guard and retired sergeants major are invited and encouraged to attend. Call 539-1178.

ARMY BD from P9

mittee "to bring in a draft of rules and regulations for the government of the Army," and voted \$2 million to support the forces around Boston, and those in New York City.

Congress authorized the formation of 10 companies of expert riflemen from Pennsylvania, Maryland and Virginia, which were directed to march

to Boston to support the New England militia. These were the first troops Congress agreed to pay from its own funds, and the units later became the 1st Continental Regiment.

(Source: Army News Service. John R. Maass of the U.S. Army Center for Military History contributed to this article.)

RECORDS from P5

Make sure you have a way to get severe weather information. Have a plan for what to do if threatening weather approaches.

- Get Copies of Tax Returns or Transcripts. Visit <http://www.IRS.gov> to get Form 4506, Request for Copy of Tax Return, to replace lost or destroyed tax returns. If you just need information from your return, you can order a free transcript online or by calling 800-908-9946. You can also file Form 4506T-EZ, Short Form Request for Individual Tax Return Transcript or Form 4506-T, Request for Transcript of

Tax Return.

- Count on the IRS. If you fall victim to a disaster, know that the IRS stands ready to help. You can call the IRS disaster hotline at 866-562-5227 for special help with disaster-related tax issues.

Visit <http://www.IRS.gov> to get more about IRS disaster assistance. Click on the 'Disaster Relief' link in the lower left of the home page. You can also get forms and publications anytime on <http://www.IRS.gov>. To get them in the mail, call 800-TAX-FORM (800-829-3676).

Notice of Public Meeting to Discuss Budget

Fort Sam Houston Independent School District will hold a public meeting at 10 a.m. June 26 in the Professional Development Center, located at 1908 Winans Road, Joint Base San Antonio-Fort Sam Houston, to discuss the school district's 2014-2015 budget.

Public participation in the discussion is invited.

Comparison of Proposed Budget with Last Year's Budget: The applicable percentage increase or decrease (or difference) in the amount budgeted in the preceding fiscal year and the amount budgeted for the fiscal year that begins during the current tax year is indicated for each of the following expenditure categories:

Maintenance and Operations - 1.58 percent increase.

Total Expenditures - 1.58 percent increase.
Fund Balances:

The following estimated balances will remain at the end of the current fiscal year and are not encumbered with or by a corresponding debt obligation, less estimated funds necessary for operating the district before receipt of the first state aid payment:

Maintenance and Operation Fund Balance - \$7,500,000.

Interest and Sinking Fund Balance - \$0.00.

Permissive TDY allowed for voluntary force management separation

By Debbie Gildea
AFPC Public Affairs

Airmen who separate under voluntary and involuntary force management programs may be eligible for permissive temporary duty.

Airmen should check their separation orders to ensure the statement is included in the remarks block. The statement should read "Member separating voluntarily under Force Management program and may be eligible for PTDY according DODI 1327.06. SPD Code may not convey this benefit; however, MPS is authorized to permit."

An SPD code identifies entitlements and benefits associated with types of separations. The benefit is new for voluntary FM separations and a new SPD code is being developed. In the interim, a statement is added to the separations orders.

"If you're separating under a voluntary force management program and your

orders do not include that statement, please contact the Total Force Service Center to get your orders corrected," said Lt. Col. Rick Garcia, AFPC separations and retirements chief.

The TFSC can be reached at 565-0102 or DSN 665-0102.

"We want to remind Airmen that permissive TDY is not an entitlement. Commanders will use discretion to approve or not approve a PTDY if their absence impacts the mission or if they don't have enough time on active duty to use the benefit," Garcia explained.

For more details about force management programs, visit the myPers website at <https://mypers.af.mil>. For FM programs, select "search all components" from the drop down menu and enter "Active Duty: FY14 Force Management Programs" in the search window.

Medical mission, timeliness affected by 'no-shows'

By Maj. Steven Fox
59th Medical Operations Group

The U.S. Air Force's commitment to provide world-class health care to military members and their families is not taken lightly. At the 59th Medical Wing, we are proud to honor that commitment, but we need your help.

Recently, there has been a significant increase in patients not showing up for medical appointments.

In January 2014, records show 1,220 patients did not show up for their medical appointment in the primary care clinics alone.

Medical appointments

are a precious resource for those seeking medical assistance, and each lost visit decreases our beneficiaries' access to a needed medical appointment. Lost visits also contribute to problems booking an appointment. Interferences with patient care aren't the only problems tied to lost visits - there's also a financial cost.

Each of the 1,220 missed appointments costs the wing \$327, which amounts to \$398,940 for January 2014. A significant amount of money that can best be used to enhance health care.

Calling ahead of time to cancel or reschedule

an appointment is the only way a patient can help us recapture some of the losses.

There are a number of ways to cancel or reschedule an appointment, should the need arise.

The Consult and Appointment Management Office at 916-9900 is available from 6:30 a.m. to 4:30 p.m. Monday through Friday to assist you in cancelling and/or rescheduling appointments. In addition, the office serves as your source for initial appointments, as well as any referral information.

Patients can also cancel an appointment

when they receive the automated appointment reminder phone call. TRICARE Online can also be used to cancel a non-acute appointment.

Each of these tools can help avoid the unnecessary loss of available appointments and improve access for everyone.

It is our goal to provide you access to the medical care you need when you need it. Your help in cancelling your appointment when plans change will make it possible for someone else to make an appointment in our clinic at a time when they may need it the most.