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JOINT BASE SAN ANTONIO

DECEMBER 13, 2019

'Tis the Season



PHOTO BY BENJAMIN FASKE

Col. Mark RoInson, 12th Flying Training Wing commander, points out ornaments to one of the participants of the holiday tree lighting ceremony at Joint Base San Antonio-Randolph Dec. 5.

Depression can offer opportunity for connection to positive interaction

By Alison R. Coelho
355TH MEDICAL GROUP

As a psychologist, I am frequently asked by my patients about the seriousness of their condition: “What does this mean? Am I crazy to be feeling this way? Do I have mental issues?”

Medical terminology is sometimes applied to a pop culture definition that usually leaves one feeling lost and confused about what is actually happening. Mental issues, or what those in the mental health field call a psychiatric disorder, is the culmination of symptoms that when combined cause significant distress or impairment in nearly all life domains for a longer-than-expected period of time.

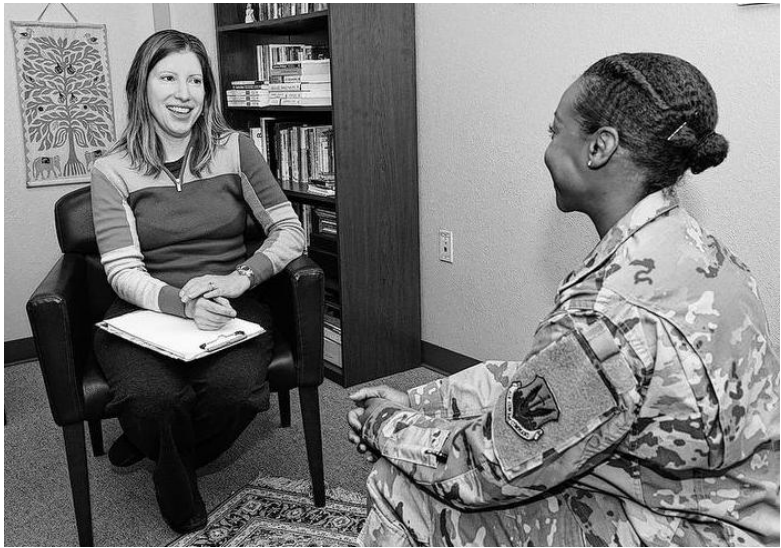
Depression, for example, happens when a set of symptoms connect and leave us feeling disinterested in the things we usually enjoy, sluggish, sad, hopeless, helpless, irritable and even fatigued or exhausted. This often includes changes in lifestyle behaviors such as sleeping or eating too little or too much, withdrawing from friends and family, or seeking vices such as alcohol or caffeine more regularly in order to temporarily boost mood.

When it comes to clinically significant depression, these changes or coping strategies can last for months or even years, and eventually get in the way of day-to-day functioning. You will not feel your best, nor perform your best.

For those who suffer from more severe or long-standing depressive symptoms, there is a deep sense of sadness that often accompanies a bone-deep exhaustion that goes beyond the physical sense. For them, ordinary tasks like getting out of bed, dropping the kids off at school, food preparation, tolerating traffic, or focusing on work may require extra effort and often includes little to no subjective experience of joy or purpose.

Depression can be spurred by a range of factors such as a change in life circumstances, a change in lifestyle behaviors, loss of a loved one, loss of a job, or even loss of hope. While grief is a natural and normal part of the human experience, prolonged and sometimes complicated grief can develop into a depressive episode that can require more focused and proactive measures.

So what's the antidote to depression?



STAFF SGT. SERGIO A. GAMBOA

355th Medical Group Mental Health clinic personnel discuss routine tasks Nov. 27 at Davis-Monthan Air Force Base, Ariz.

The antidote often begins with talking to people. I cannot tell you how many patients I've had over the years tell me, “I told a friend or family member I had depression, and they responded, ‘me too.’”

In our society, our perception of mental health conditions, like depression, have become almost like mental leprosy; “If you got it, don't touch me. I might get it, too.” Yet, depression and clinically significant depression are experienced by nearly 17.3 million people in the U.S. alone, according to the National Institute of Mental Health.

The Center for Disease Control also states that 1 out of 6 adults will experience depression in their lifetime. The World Health Organization's statistics on depression show that at any given time about 300 million people are experiencing depression worldwide.

Let's put these numbers into perspective. The current U.S. population is approximately 327.2 million. That is a staggering number of people who may be experiencing the same issue as you. For those willing to initiate a conversation about their own suffering, this condition is shared by many.

For those suffering, many will recover

naturally, much like recovering from a brief illness like the flu. When those symptoms become complicated or worsen, people typically seek out their doctors for more specialized treatment.

People often find improvement in their symptoms when they utilize helpful methods, such as going for a run, playing with a pet, a brief cry or relaxing. Other times, the symptoms may be more severe and you need to see a professional who will likely recommend psychotherapy and/or medication, and then you recover and get better.

Yes, that's right, most people recover. Depression is treatable, even when it feels debilitating. While it can feel isolating, depression is an opportunity for connection with friends, family, coworkers and perhaps even your medical team.

Additionally, if you are a veteran or concerned about a veteran, call 1-800-273-8255 (TALK) to connect with the Veterans Crisis Line and reach a caring, qualified responder. You may also text 838255 or visit <https://suicidepreventionlifeline.org> or <https://www.veteranscrisisline.net> to chat. In the event of an emergency, please call 911.

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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.

Medical

Q. I am a student in a local college and was assigned to attend a support group pertaining to my field of study, which is physical therapy.

As a military spouse with family ties to the military, I have an increasing interest in neurological disorders, specifically traumatic brain injury. I sought to attend a TBI support group at Brooke Army Medical Center or the Warrior & Family Support Center only to find that none exist. I tried reaching out to The Center for the Intrepid several times, but had no success.

My question is whether support groups exist for service members and their families at Joint Base San Antonio-Fort Sam Houston? And if so, how is the information being shared? If not, is this something that can be considered?

A. Thank you very much for your question. As host to the Department of Defense's only Level 1 Trauma Center as well as The Center for the Intrepid, JBSA does in fact offer these kinds of support groups at the Warrior & Family Support Center at the Warrior Transition Unit at JBSA-Fort Sam Houston. The Warrior Transition Unit is open to suggestions for future groups.

For additional information, please reach out to 210-241-0811 and their staff will take great care of you.

Q. The Women's Health/OB clinic at Brooke Army Medical Center is having issues getting pregnant patients scheduled during proper appointment timeframes.

For example, I am 28 weeks pregnant and was due for another appointment within four weeks but the soonest they



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could get me in was within 106 weeks.

Additionally, I have an Airman that was at 32 weeks who was unable to schedule her 4-week follow-up until 6 weeks out (which would put her at 38 weeks pregnant with no appointment for 6 weeks).

When asked why there aren't appointments, I was told there aren't enough providers to cover the current number of patients.

I am concerned, not only for the well-being of myself and my child, but for every pregnant woman who is being seen there. When are there going to be enough providers for patients, or when are patients going to start being referred off the installation to ensure they get the proper care?

A. Thank you for your concern, and my sincere apologies for the delays you experienced in scheduling critical OB/GYN appointments. The OB/GYN clinic does its absolute best to address all patients requiring an OB/GYN appointment on a daily basis. This ensures the well-being and timely delivery of care to all our OBGYN beneficiaries.

In that effort, provider schedules are

adjusted as much as possible to make sure all patients are seen. All OB patients require care on a set schedule of appointments throughout their pregnancy, so to ensure this happens, follow-up appointments are made prior to the patient leaving the clinic.

If no appointments are available, then the staff collects the patient's contact information, finds an appointment, and contacts the patient with available appointment dates and times, usually within 72 hours.

Unfortunately, this does result in some delays in scheduling; however, please be assured that the appointment options provided are the soonest appointments available for that provider. Through this method, patients do not need to call the clinic or the CAMO to make a follow-up appointment. If appointments are still unavailable, a referral to the network may be authorized.

Installation & Facilities

Q. Would it be possible to install parade ground signs along/near Bong Avenue on JBSA-Lackland? Visitors are a bit confused searching for the parade

ground during graduation day and pull into the parking lot behind building 1052.

When going to and from the parking lot we can always tell when someone is lost and don't mind pointing them in the right direction. Signs with arrows would help guide visitors and eliminate the confusion.

A. Thank you so much for the assistance you and your team have been providing in guiding the families and friends of Basic Military Trainee graduates to the JBSA-Lackland Parade Field, and also for your suggestion to provide improved signage.

Following an assessment of the issue, our Civil Engineers validated the need and have installed new signage to guide visitors to the parade field in both the parking lot of building 1052 and at the intersection of Luke East and Bong Avenue. We believe these new signs will greatly assist our visitors in locating the graduation venue. Thank you again for the great suggestion.

Q. Are there any plans for installing water fountains around Warhawk

FEEDBACK FRIDAYS

From page 3

Fitness center outdoor running track at JBSA-Lackland? I've seen many running track with at least two water fountains on the each side.

Daily runners like myself would really love to have fresh water instead of bottled water that we have to bring ourselves every time we go for a run. **A.** Thank you for your question. The Warhawk Fitness Center Manager submitted a request to have water fountains installed at the track. However, that request is currently pending execution due to other funding priorities.

In the meantime, the great news is that since the Warhawk was made a 24/7 operating facility in August of this year, and track users have the option of using the water fountains located in the gym.

Q. My concern is that employees from building 2372 are occupying the Rocco Dining Facility parking lot at JBSA-Fort Sam Houston by parking there all day, and our service members and civilians are unable to park during breakfast or lunch because spaces are limited. However, there are plenty of spaces at the running track area across from Stanley Road.

A. Thank you for sharing your concerns regarding parking at the Rocco DFAC. Our Civil Engineers will work with the Rocco DFAC Facility Manager to determine the cost-benefit analysis of posting new signs to inform personnel that parking is reserved for DFAC patrons only.

CE will also connect the respective facility managers to encourage them to work together to alleviate the parking problem at Rocco. Thank you again for bringing this issue to our attention!

Q. The main entrance at the JBSA-Randolph Fitness Center is not handicap accessible. When can this situation be resolved? This facility has many Wounded Warrior functions, and it seems to be an obvious detriment for our troops.

A. Thank you very much for bringing this issue forward and for your concern for our Wounded Warriors and mobility challenged gym patrons. Our Civil Engineers assessed the facility and are in the process to correct this issue by installing an automatic door opener. CE is procuring the parts to make the fix. An automatic door opener and associated push buttons will be installed to improve accessibility for fitness

center patrons.

Q. The new Wilford Hall Ambulatory Surgical Center has nice small restrooms. However, the sink faucets never had aerators installed. As a consequence, it is impossible to keep water from splashing on the countertops, floors, and yourself when the faucet is turned on, making a mess. Maybe there is a reason, but BAMC and other such buildings have aerators, and don't have water splashed everywhere. **A.** Thank you for sharing your concern. The Wilford Hall Ambulatory Surgical Center had removed the faucet aerators prior to occupying the new facility in 2017, based on internal organizational recommendations made at that time.

In light of the concern and comment, 59th Medical Wing Facilities Management, along with our CE team, have considered the matter, and decided to re-install faucet aerators in the public restrooms! Thank you for highlighting this as it is certain to improve the cleanliness and appearance for this heavily used facility.

Q. We have such a great set of installations, but we lack cohesiveness. What are the plans to improve cohesiveness amongst Joint Base San Antonio when faced with emergency responses? We minimally build mutual contracts, but what more is going to be done?

A. Thank you for your question. JBSA's large population and geographic footprint do pose unique challenges in terms of emergency response operations.

While we work hard to ensure maximum cohesion across all of JBSA, we can always improve. Over the years, our JBSA Emergency Response and Management program has worked hard to collaborate across the region.

Today, we have 17 Mutual Aid Agreements, or MAA, with local communities to include Emergency Operations Centers, Explosive management with our Explosive Ordinance Disposal team, Fire Department response and more.

These are well-planned, managed, coordinated and trained efforts. We also follow an Installation Emergency Management Plan, as well as other response plans to facilitate consistent response throughout the installation.

Our Emergency Management team attends monthly City of San Antonio emergency managers and planning committee meetings. The 502nd ABW also cohosts an annual Defense Support to Civil Authorities briefing that includes key wing agencies, major

mission partners and local civic leaders to address response roles as well as coordination and participation in joint exercises throughout the year. Again, thank you for your question and interest in emergency response and preparations.

Miscellaneous

Q. I have been a member at the Gateway Hills Golf Course at JBSA-Lackland for the last 10 years. When I first joined, we lost the greens due to our main irrigation water feed which burst without being repaired in a timely fashion.

Now the maintenance crew at Gateway Hills is having to spend a significant amount of funds and labor to fix sprinkler heads that are clogged with some debris that is coming through our irrigation lines.

Assuming we are to be supplied with "debris-free" reclaimed water from SAWS, why are we not holding a vendor responsible and accountable for not providing a service and instead using golf course funding to make these repairs instead of spending them in other areas?

A. Thank you for very much for your question. Our Civil Engineer team contacted the San Antonio Water System, or SAWS, about this issue, and SAWS validated that the quality of recycled water provided for both the Golf Course and JBSA-Lackland Parade Field irrigation systems meets required cleanliness standards.

Fortunately, SAWS indicated that they are aware that debris may have entered the line during some previous repair work, which may explain the issue. SAWS is actively engaged with our golf course management team to come to a resolution. Thanks for bringing this forward!

Q. I previously sent a question inquiring about when network updates could be done and you were kind enough to respond.

But I, along with all of the other people here at JBSA-Lackland, have not been able to connect to online applications all day. I have restarted multiple times. I do not take my computer home. And before leaving work, I restart my computer and leave it on, and restart again when I start in the morning.

This problem is what we are currently experiencing is what I was referring to before. A lot of valuable time is wasted waiting for the network to come back up. When will this be resolved?

A. Thank you for your follow-up

question to our discussion on network updates back in September.

Importantly, we also thank you very much for leaving your computer on overnight and regularly rebooting the machine so that applied patches and software updates can complete their installation process. This has improved the operation of your computer and preserves the health and security of the network that has been proven vital to the more than 46,000 JBSA-Lackland and JBSA-Randolph network users.

This recent outage not only impacted JBSA-Lackland and JBSA-Randolph, but also several other installations in the Pacific and other CONUS locations. We also greatly appreciate your patience and understanding as our communications teams assisted the Air Force Network Operations enterprise technicians in troubleshooting and repairing the latency and network outages this fall.

As always, if you experience any IT difficulties, please utilize the virtual Enterprise Service Desk (vESD) application on your Air Force computer or contact the 502d Communications Squadron directly for assistance. Thank you for taking the time to create healthy dialog regarding one of our critical resources.

Q. With all of the computer changes, there has been a new pop-up advertisement from our 502nd Communications Squadron personnel making us cyber aware.

Can we use this same avenue to remind personnel not to use cell phones while driving on base, dim lights when coming towards the entry points, wear seatbelts, turn into the closest lane, etc.? **A.** Thank you for sharing your suggestion! The recent cyber pop-ups you refer to were generated and directed by Headquarters Air Force to highlight cybersecurity during Cybersecurity Awareness Month.

At the local level, we usually send pop-up notifications out for weather events, natural disasters or other emergencies (including exercises), as well as other very limited uses.

While we try not to overwhelm our users with too many pop-up notifications, we will look for other ways to engage our target audience with the important messages you mentioned above.

Again, thank you for your suggestion and please be on the lookout for more safety-related articles in the JBSA Legacy newspaper, on the JBSA Facebook site and even through this venue.

Veterans with Veteran Health ID Card can shop at Military Exchange starting Jan. 1

From U.S. Department of Veterans Affairs

The Defense Department has announced expanded commissary, Military Service Exchange and MWR access beginning Jan. 1, 2020, and established a standard for physical access to military installations.

Veterans and primary family caregivers who are eligible and want to take advantage of in-person benefits must have a Veterans Health Identification Card, or VHIC. Primary family caregivers must have an eligibility letter from the Department of Veterans Affairs Office of Community Care.

Veterans currently use VHICs for identification and check-in at VA appointments, but will also use them for base access under the new program.

Veterans eligible solely under this act who are eligible to obtain a VHIC must use this credential for in-person

installation and privilege access. The card must display the veteran's eligibility status (e.g., Purple Heart, former prisoner of war or military-service connected).

Veterans eligible solely under this act who are not enrolled in or are not eligible to enroll in VA health care, or who are enrolled in VA health care, but do not possess a VHIC will not have access to DOD and Coast Guard installations for in-person commissary, exchange and MWR retail privileges, but will have full access to online exchanges and American Forces Travel.

Medal of Honor recipients and veterans with 100% service-connected disability ratings are eligible for DOD credentials under DOD policy.

How to get a VHIC

Veterans must be enrolled in the VA health care system to receive a VHIC. To enroll, complete an application for



COURTESY GRAPHIC

enrollment in VA health care by telephone without the need for a signed-paper application. Just call 877-222-VETS (8387) Monday through Friday from 8 a.m. until 8 p.m. EST. Veterans can also apply for VA healthcare benefits online at www.va.gov/healthbenefits/enroll, or in person at a local VA medical facility. Once enrollment is verified, veterans can have their picture taken at their local VA medical center, and VA will mail the

VHIC.

ID needed to get a VHIC

To ensure a veteran's identity, enrollees must provide one form of primary identification when requesting a VHIC. Acceptable forms of primary identification are:

- ▶▶ State-issued driver's license
- ▶▶ U.S. passport or passport card
- ▶▶ Other government ID

VETERANS continues on 15

Financial planning helps avoid post-holiday blues

By Catherine Pate
FORT SILL PUBLIC AFFAIRS

I am an accredited financial counselor helping Soldiers and their families become more financially fit by building a strong financial house. I often see financial foundations crumble and dreadful mistakes being made when it comes to the holidays and spending.

So, to start this planning for the holidays, look back to last year and try to remember the specific gifts you gave. Do you remember one or more gifts you gave last year for Christmas or whatever holiday you celebrate? How about two? Three? You see, if you can't remember any or certain gifts you gave, do you think the people who received them will remember?

I'm not trying to take the joy out of giving. It is truly the thought that is important — the thought of caring and sharing, and celebrating life. I'm simply trying to point out that perhaps we put more pressure on ourselves than is needed. In a sense, this erodes some of the additional joy we could feel during the purchase. A guilt-free purchase is a wonderful thing. How do we do this? By first determining what we should spend, we take back our power and control of the situation. We don't let the holidays control us.

Here are some tips to help alleviate the holiday spending hangover.

► First, discount what you spent last year by 30 percent. There are definite reasons to do this and I will explain later. Take the amount you spent last year and multiply it by 0.7. This gives you your holiday spending limit. You then need to prepare your "naughty or nice" list. These are your recipients of gifts. To get a baseline starting amount, divide the dollar amount by the number of recipients. Then, use a naughty/nice factor to adjust amounts accordingly. For



COURTESY PHOTO

example, Mom probably gets a bit of a more expensive gift than the mail carrier. This idea of making a list isn't new as Santa makes one to ensure he stays to his spending plan.

► Second, when preparing for a shopping outing, always have snacks. Hunger can cause a lack of concentration and focus. This may make you hurry and want to deviate from your list and make impulse buys. If you're shopping with your children, consider packing a fun picnic lunch. If you have to eat out, splitting meals can help you stay more alert by not over eating. Also, know what restaurants have what specials on what days. (This is a handy tip for everyday outings.)
► Third, shop discount,

It is truly the thought that is important — the thought of caring and sharing, and celebrating life. I'm simply trying to point out that perhaps we put more pressure on ourselves than is needed. In a sense, this erodes some of the additional joy we could feel during the purchase. A guilt-free purchase is a wonderful thing. How do we do this?

consignment, and thrift store opportunities. Talk with friends about ideas of how they frugally shop for the holidays. People love to give you their good ideas because we naturally want to help one another.
► Fourth, spend out of discretionary income, cash, or savings (not from emergency funds). Avoid credit cards and store cards if possible. Try not to use payday lenders and

finance companies, because they will cost you.
Don't overspend on your Christmas list, and you won't face a holiday spending hangover going through the pain of trying to figure out how to pay the bills.
As to the 30 percent discount, invariably there will be impulse buys, along with eating out, and the possibility of putting your purchases on a credit card. If

you put \$2,000 on your credit cards and you take a year to pay it off, it will cost you on average \$2,600 for your Christmas gifts. That's 30 percent more than you had planned to spend. Thus, the magic of math.
I challenge you to take that 30 percent discount on your Christmas purchases this year. Have fun with it and make a game of it with yourself and your family.

FORT SAM HOUSTON

Warm hearts help keep students warm at annual 502nd FSG coat drive

By Lori A. Bultman

502ND AIR BASE WING
PUBLIC AFFAIRS

San Antonio may not have harsh winters, but it can get pretty chilly, especially for children playing outside or walking to school.

To help ensure the students at Wilshire Elementary School in San Antonio's Northeast Independent School District are warm during the winter months, volunteers from the 502nd Force Support Group collected coats, as well as socks and toys, to give needy children during a ceremony Dec. 4 as part of the Adopt a School program.

"I have been the principal at Wilshire for the last five years and each year the 502nd Force Support Group has done an incredible job providing for our most needy students through the coat drive," Stacy Deming-Garcia, the school's principal, said. "Every year it seems to get bigger and better."

Deming-Garcia said efforts like this are vital to their student's education. Wilshire Elementary is a Title I Campus with 88 percent of students identified as economically disadvantaged.

During the ceremony, smiles filled the cafeteria and the anxious children waited patiently for their name to be called by the principal. Each was summoned to the stage to receive a personalized gift bag from a service member or a business representative, while cheers and applause rang out from those in attendance.



THOMAS CONEY

Sgt. Maj. Danang McKay, 502nd Force Support Group command sergeant major, gives a personalized gift bag to a student at Wilshire Elementary School in San Antonio Dec. 4 as part of the Adopt a School program. To help ensure the students at the school are warm during the winter months, 502nd FSG volunteers collected coats, socks, and toys to give needy children as part of the program.

Every year, each and every coat collected makes a difference, Deming-Garcia said.

"When it gets cold, we see the students sporting their new jackets, and it just makes them feel confident," she said. "They fit in with all the other kids around them."

It is even better that the coats are not alone in the gift bags.

"They pull out the new coat and often find other goodies in the bag such as a warm hat, socks, and a toy," Deming-Garcia said. "At Wilshire, children often wear

tattered, old coats or light-weight jackets or hoodies, which are often not warm enough for those especially cold winter days."

"These are needy children," said Loretta Belz, the organizer of the event from the 502nd FSG. "A lot of them are not going to get anything for Christmas. I wish we had more, but we can only get so many."

This year, 80 of the school's students, grades pre-kindergarten through fifth, were given gift bags.

"The people who make this happen have big hearts," Belz said. "They have to dig deep, and they realize the holidays are not just about their families and their children. The Adopt a School program is the best."

During his remarks at the ceremony, Col. Samuel E. Fiol, 502nd FSG commander, thanked those who helped make the event possible.

"We don't do it alone," he said. "A whole lot of people are involved that make this happen."

He also made a point of

letting the students know they are appreciated.

"The blessing is on us," he said to the children. "We are blessed to have your love, support and patriotism."

JBSA organizations interested in adopting a school can contact the JBSA Child and Youth Education Services School Liaison Office at jbsa.slo@us.af.mil. At JBSA-Lackland, call 210-671-8388; at JBSA-Randolph, call 210-652-3081 and at JBSA-Fort Sam Houston, call 210-221-2256.

ARNORTH LEADERS VISIT SOLDIERS AT SOUTHERN BORDER

Lt. Gen. Laura J. Richardson, U.S. Army North commanding general, and Command Sgt. Major Alberto Delgado (center), ARNORTH Senior Enlisted Advisor, receive a briefing from Sgt. Alexander Herakovich (right), an infantry team leader assigned to Bravo Company, 2nd Infantry Battalion, 4th Infantry Regiment, 3rd Brigade Combat Team, 10th Mountain Division, on his roles and responsibilities at a mobile surveillance camera site near Tucson, Arizona, during their visit to service members stationed along the U.S. southern border Nov. 25-26. Service members provide detection, monitoring and air support that enhance U.S. Customs and Border Protection's ability to conduct its law enforcement duties. U.S. Northern Command provides military support to the Department Of Homeland Security and U.S. Customs and Border Protection to secure the southern border of the United States.

PHOTOS BY SGT. ASHLEY MORRIS



Pvt. 1st Class Jon Solano, an infantryman assigned to Bravo Company, 2nd Infantry Battalion, 4th Infantry Regiment, 3rd Brigade Combat Team, 10th Mountain Division, gives Lt. Gen. Laura J. Richardson, U.S. Army North commanding general, a demonstration on the operation of the mobile surveillance camera truck near Tucson, Arizona, Nov. 26 during a visit to service members working along the U.S. southern border.

JBSA group meets to address educational issues, plan summit

By David DeKunder

502ND AIR BASE WING PUBLIC AFFAIRS

A group of 29 Joint Base San Antonio members and parents discussed and brought forth ideas on how to address educational issues and challenges experienced by military school-age children and their families during a meeting at 502nd Air Base Wing Headquarters at JBSA-Fort Sam Houston Nov. 26.

In the meeting, military leaders, spouses and parents, school liaison officers and support personnel focused on issues pertaining to the Interstate Compact for the Education of Military Children, or MIC3. The compact provides for the uniform treatment of military children transferring between school districts and states in the areas of enrollment, placement and attendance, eligibility and graduation.

In addition, the group is hoping to host an education summit with the San Antonio Chamber of Commerce next year that will cover the issues and topics that were discussed at the Nov. 26 group meeting.

JBSA has more than 35,000 military school-age children in 36 independent school districts, 660 public schools and 260 private and parochial schools spread out within a nine-county area, which is approximately one-third of the total population of military school-age dependents in Texas, which is 90,000 plus.

Jeremy Hilton, Air Force Personnel Center program analyst at JBSA-Randolph and a military spouse, said one problem that needs to be addressed is the inadequate implementation of the MIC3 in Texas. He said the panel that is supposed to enforce the compact, the State Advisory Council, seems to only exist on paper.

Hilton said efforts will continue with representatives from Gov. Greg Abbott's office to determine how to go about strengthening the implementation of MIC3 in Texas.

"A follow-up will obviously be working with the governor's office to figure out what is the best way forward," Hilton said. "Is that to simply implement what I think is already the law, or is it something we need to look at in the next legislative session?"

The next scheduled session of the Texas Legislature is in January 2021.

Hilton said the state is doing some things to accommodate military families transferring to installations in Texas. House Bill 1597, which was passed by the Legislature this year, establishes a process in which a transferring military school-age dependent may register early in a school district in Texas once his or her parent or guardian servicemember receives permanent change of station orders.

Under the law, the military school-age child can take advantage of early registration in a district adjacent to the installation their parent or guardian servicemember will be assigned to through PCS orders.

Christine Walrath, a military spouse whose daughter attends a high school in a district adjacent to JBSA-Fort Sam Houston, shared a problem the family is having with the school district in regard to the district not wanting to count certain advanced classes her daughter took at other schools toward her GPA. Walrath's daughter took those courses before the family



JERRY WRIGHT

A group of 29 Joint Base San Antonio members and parents discuss how to address educational issues and challenges experienced by military school-age children and their families during a meeting Nov. 26 at 502nd Air Base Wing Headquarters at JBSA-Fort Sam Houston.

was transferred to JBSA-Fort Sam Houston in July.

"These are classes that they worked hard for and they are being told sorry you can't use that for your GPA, and my question is, 'Why not?'" Walrath said. "This is a unique child community and they're not moving because they just don't like the school they came from. Oftentimes they don't have a choice where they go. Regardless of the situation, they're resilient and they do their part, they work hard, they get their grades.

"And then they come here and (the district says), 'You know what, all that hard work we're not going to recognize it and we're not even going to count it.' How is that representing Military City USA?" Walrath added.

Another topic that came up at the meeting was the ability of military school-age children to participate in extracurricular activities and programs not offered at JBSA schools.

Leslie Janaros, a military spouse, told the group she knew of a military family who transferred to JBSA-Lackland whose son was a good baseball player. Since a scholastic baseball program is not offered at JBSA-Lackland, they enrolled their son at an area high school that offered baseball. To do that, though, the parents had to pay more than \$8,000 a year in tuition.

Lori Phipps, Air Force Services Center Child and Youth Education Services school liaison program manager at JBSA-Lackland, said she knows of home-schoolers of military families at JBSA who want to participate in extracurricular activities, but can't because they are not allowed to in Texas, even though they were able to participate in those activities when they were stationed at installations in other states.

Hilton said he has reached out to the University Interscholastic League, which regulates and administers rules for athletic and extracurricular activities in Texas, to see what it could do to help transferring military school-age children who want to participate

in athletic and extracurricular activities. He said the UIL is working on some action items to help military families, including creating a point of contact for military families and creating a list of frequently asked questions for military families coming to Texas.

Phipps said if the group wants to bring changes to the education system for the benefit of military-school age children it must build relationships with local school districts and reach out to the local community for help.

"It is a community effort," Phipps said. "It takes a community to change the education piece. It's not going to be just something that we can say right here, it's a community-driven effort."



HAPPY HOLIDAYS AT JBSA-FORT SAM HOUSTON HOLIDAY TREE LIGHTING

Lt. Gen. Laura Richardson (second left), U.S. Army North (Fifth Army) Commanding General, and Brig. Gen. Laura L. Lenderman (right), 502nd Air Base Wing and Joint Base San Antonio commander, were joined by Santa and Mrs. Claus to help get families in the holiday spirit during the annual JBSA-Fort Sam Houston Holiday Tree Lighting Dec. 6.

THOMAS CONEY

BAMC celebrates Native Americans during cultural observance

By Lori Newman

BROOKE ARMY MEDICAL CENTER PUBLIC AFFAIRS

Brooke Army Medical Center celebrated the contributions of Native Americans during a National American Indian Heritage Month observance Nov. 26 in the Medical Mall.

This year's theme is "Honoring Our Nations: Building Strength Through Understanding."

"Native Americans have fought in every war since America's founding, and have taken their rightful place as heroes in our nation's history," said Brig. Gen. Wendy Harter, BAMC commanding general.

Harter underscored the contributions of American Indians throughout our military history, highlighting the Native American "code talkers" during World War I and World War II.

"America's enemies were never able to decipher the code talkers' messages," the general said. "These code talkers saved countless American lives by stopping the enemy from gaining valuable information that could have been used to harm our troops."

"Native Americans have profoundly shaped our country's character and our cultural heritage throughout our military and our nation," Harter said.

The guest speaker, Dr. Lee "Eagleboy" Walters, a member of the Blackfeet Nation, read a poem titled "Blackfeet Warrior," which was written for his father, George Walters, to recognize his 28 years of military service.



JASON W. EDWARDS

Brig. Gen. Wendy Harter (left), Brooke Army Medical Center commanding general, and Erwin De Luna lead BAMC staff members in a traditional Native American dance during the National American Indian Heritage Month observance Nov. 26.

George Walters has passed away and is buried at Fort Sam Houston National Cemetery.

"It would have been nice to have my father hear this speech," Walters said. "I share this tribute with you because it is our way that all of our relations should only die once. If we never again share their stories and state their name then they would have died again."

"Each time a story is told it breathes life into our culture," he said. "It gives meaning to our many tribes'

history and it teaches life-lessons about honoring our nations."

Walters emphasized that American Indians have served in every branch of the military over the past 200 years, sharing stories about prominent Native Americans who have made significant contributions in the military, government and sports.

"These heroes and warriors have helped shape our country," Walters said. "They (Native Americans) have distinct cultural values, which drive them to serve their country. One such value is the proud warrior tradition. The willingness to engage the enemy in battle and defend their land. To be an American Indian Warrior is to have physical, mental and spiritual strength."

Walters concluded by thanking the BAMC team, military members and their families.

"You are true warriors, for we are one people — Americans," he said.

Erwin De Luna, president of the board of directors for the United San Antonio Pow Wow Inc., who is of Taos Pueblo and Navajo ancestry, and Milo Colton, a professor at St. Mary's University and member of the Winnebago tribe, performed two traditional dances during the ceremony.

"Our strength, in partnership, presents opportunities to educate others of the proud history of great Americans and enables us to experience the cultures and diverse backgrounds that make us great," said BAMC Command Sgt. Maj. Thomas Oates, concluding the ceremony.



COURTESY PHOTO

Brent Sabatino (in red shirt), U.S. Army Institute of Surgical Research Burn Center burn intensive care unit nurse, holds the banner for the Burn Strong program among first responders with the San Antonio Fire Department.

USAISR program training local first responders

By David DeKunder

502ND AIR BASE WING PUBLIC AFFAIRS

Paramedics and emergency medical technicians with the San Antonio Fire Department are being trained on the basics of advanced burn care through a new program and partnership with the U.S. Army Institute of Surgical Research at Joint Base San Antonio-Fort Sam Houston.

The program, Burn Strong, started in January and since its inception has trained and instructed over 800 paramedics and EMTs on advanced burn and trauma life support care. By the end of the year, approximately 1,000 first responders are expected to have gone through the Burn Strong program.

Coming up with the idea for Burn Strong is Brent Sabatino, USAISR Burn Center burn intensive care unit nurse, after he attended the American Burn Association conference in 2018. While at the conference, Sabatino said he learned that several burn centers worked with and had partnerships with first responders and firefighters in the cities they are located in.

When he returned from the conference, Sabatino said he felt USAISR — the sole facility within the Department of Defense caring for combat burn casualties, beneficiaries with burn injuries and civilian burn patients — needed to establish more of a community presence on the awareness, training and education of burn care by reaching out to first responders with the San Antonio Fire Department.

"I just thought it would be something beneficial to the city of San Antonio," Sabatino said. "We've never really partnered with them before. Hopefully, it will improve patient outcomes with proper education of burn care."

First, Sabatino presented his idea for starting a program focusing on awareness, training and basics of advanced burn care to USAISR leadership. Once USAISR leaders gave their support for the idea, Sabatino then talked to Dr. David Miramontes, San Antonio Fire Department medical director, who also backed the idea of having the department's paramedics and EMTs instructed and trained on advanced burn care.

Sabatino said Burn Strong consists of three components: a two hour training and instruction presentation for paramedics and EMTs with the San Antonio Fire Department focusing on advanced and pre-hospital burn care; getting USAISR clinical staff the opportunity to take an Advanced Burn Life Support course in which they can attain certification; and a support group for burn patients at the USAISR Burn Center that started in the spring.

He is the instructor for both the training course for the EMTs and paramedics and the Advanced Burn Life Support course for USAISR clinical staff.

Sabatino conducts the two-hour training course/presentation for first responders with the San Antonio Fire Department once a week at the fire department's training center. He said the class is part of a weeklong series of training and education classes the paramedics and EMTs must take each year to earn continuing education hours and credits.

He said the training and education provided to the first responders corresponds with the expectations set forth by Miramontes and approval by USAISR leadership. Sabatino said the presentation for the paramedics and EMTs includes the different types of burns they may see or have to treat, different reactions patients will have to burn injuries, the affects a burn injury will have on a patient and proper techniques for pre-hospital wound care.

Sabatino said other things that are covered in his presentation include how to estimate the total burn surface area on a patient, fluid resuscitation of a burn patient and what effects comorbidities, chronic diseases such as diabetes, high blood pressure and vascular disease, have on patients with a burn injury.

"It is a breakdown of burn care and things they haven't seen or dealt with before, common and uncommon burn injuries and how to treat them," Sabatino said. "Just getting that knowledge out there to them of things they may have not known on how to treat and handle burns before they come to us could prevent that patient from extending their length of stay or possibly saving their life or limbs."

Sabatino said through Burn Strong 15 physicians and fellows from the city of San Antonio Office of Medical

Director were able to take an Advanced Burn Life Support course at USAISR and obtain certification in advanced burn care. He said four of the people who took the course have become Advanced Burn Life Support instructors.

In exchange, the San Antonio Fire Department has allowed USAISR clinical staff members, on their own time, to do a ride-along in an ambulance. This has provided USAISR clinical staff an opportunity to observe what EMTs and paramedics do during an eight-hour shift. Before going on the ride-along, USAISR clinical staff members must have taken the Advanced Burn Life Support certification course.

Miramontes said the Burn Strong program fulfilled a need within the San Antonio Fire Department of providing up to date advanced burn care education for paramedics and EMTs. With the knowledge the first responders gain from the two-hour course, Miramontes said it will enhance their skills in treating burn injuries. "It will provide more aggressive treatment in the field and will facilitate transport to the (USAISR) burn center," Miramontes said.

In addition, Miramontes said the Burn Strong course educates first responders on the dangers and health hazards of smoke inhalation and the need for them to wear personal protective equipment. The course also informs paramedics and EMTs on the resources available to them at the USAISR Burn Center should they be exposed to smoke or have a burn injury.

"They're more comfortable realizing that there are these advanced resources available to them at the burn center should they get a burn injury or be exposed to smoke," Miramontes said.

Sabatino said he hopes the scope of the Burn Strong program can be extended beyond San Antonio and Bexar County to include a 22-county trauma service area of South Texas covered by the USAISR Burn Center.

"Our intention is to participate more in the community at health fairs, partnering with the (San Antonio) fire department at their functions, partnering with school districts and just expand our program to help USAISR be known of who we are and what we do," he said.

LACKLAND

AFIMSC innovation streamlines comptroller tasking process

By Ed Shannon

AIR FORCE INSTALLATION
AND MISSION SUPPORT
CENTER PUBLIC AFFAIRS

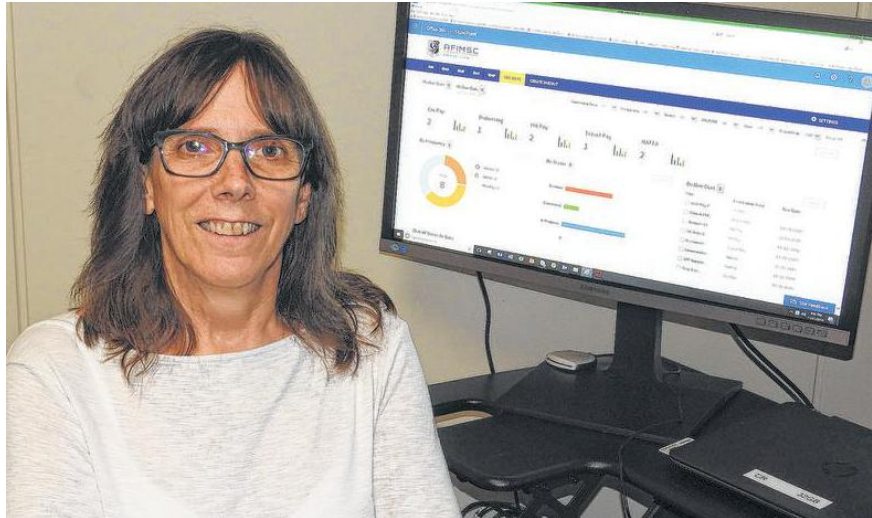
After three years of brainstorming and research, Linda Alcalá and her finance operations team have found a way to simplify management of Air Force Installation and Mission Support Center Resources Directorate tasks to installation comptroller squadrons.

The team launches an innovative task management solution today that will help squadrons respond 'on the DOT.' The rollout includes half of the Air Force's major commands with the other half having access to the tool by the middle of the month.

The Due Out Tool eliminates the need for workflow email accounts and provides transparency and visibility on workload associated with tasks at AFIMSC and installations enterprise-wide, Alcalá said. Comptroller squadrons will no longer need to re-key requirements when it assigns tasks to team members, freeing time for additional customer service support and other financial management functions at the installation.

Upon arrival at AFIMSC in 2016, Alcalá said she immediately noticed the enormous amount of workload levied on her team just to manage important tasks and information requests from comptroller squadrons.

"In my first briefing with my team, I told them my first order



ED SHANNON

Linda Alcalá and her finance operations team have launched an innovative tool that will simplify management of AFIMSC Resources Directorate tasks to installation comptroller squadrons.

of business is to find a better way to do this with a goal to streamline or shut down our six organizational workflow email boxes," said the AFIMSC Financial Operations chief.

Tasking squadrons by email requires an additional email management effort to track not only which units responded but whether or not the responses fully completed the tasker. Comptroller squadrons also expend enormous independent efforts to close out deadlines. DOT tracks all of that information and much more in one location, saving time and effort.

Beta testing began in October at Dyess Air Force Base, Texas,

with enthusiastic, positive reviews.

"We really like the tasker life cycle feature," said Senior Master Sgt. Fabio Horton, 7th Comptroller Squadron superintendent. "The Due Out Tool reflects the status when someone from our team researches, responds and completes a tasker. With this new asset, the days of having to figure out whether or not a response was sent will be long gone. It will be a more efficient and effective way to operate."

Retired Chief Master Sgt. Lance Watkins, a program manager with AFIMSC's Resources Directorate, presented a DOT road show at

Dyess a few weeks ago to Horton's delight.

"We enjoyed Chief Watkins' enthusiasm," Horton said. "It was special to attain the perspective from a retired chief with over 30 years of experience, especially since he came from the financial management career field. They didn't send just a programmer; they sent somebody who understands our language and how we operate. His expertise was key to providing further insight to the questions and concerns that were addressed."

DOT includes an auto-reminder feature specific to installations that have not responded.

"In my first briefing with my team, I told them my first order of business is to find a better way to do this with a goal to streamline or shut down our six organizational workflow email boxes."

Linda Alcalá, AFIMSC Financial Operations chief

"We can generate automatic reminders in the system that will go only to installations that have not responded," Alcalá said, "and we can generate a report on the status of the tasker without sending repeat emails."

With requests for information from installations originating at the Air Force Accounting and Finance Office, the tool links the office with comptroller squadrons through AFIMSC.

"AFAFO is our big partner," Alcalá said. "They will send requests to us in this tool rather than by email, which will help us respond more quickly because we won't have to build the tasker in the tool."

1 IDENTIFY YOUR MAINTENANCE CONCERN

Input a work order with your local property manager.



2 INCOMPLETE WORK ORDER -OR- UNSATISFACTORY CUSTOMER SERVICE?

Escalate your concern to your project owner's corporate management team.



3 WHEN YOUR CONCERN REMAINS UNRESOLVED

For further help, speak with your chain of command and base Military Housing Office.



4 AIR FORCE TOLL FREE HELPLINE

Additional support can be reached at the Air Force 24/7, toll-free helpline.



1-(800)-482-6431

COURTESY GRAPHIC

Air Force Housing Helpline connects residents to support they seek

By **Zoe Schlott**
AIR FORCE INSTALLATION AND MISSION SUPPORT CENTER
PUBLIC AFFAIRS

Since its launch in May 2019, the Air Force Housing Helpline has been helping residents resolve concerns with Air Force privatized and government housing.

The Air Force Civil Engineer Center Installations Directorate, which manages and executes the Air Force's housing program, established a 24-hour helpline to address concerns raised regarding the military privatized housing program. As of November 2019, the helpline has received 32 calls from residents. Nine of those cases are open and actively being worked by AFCEC.

The helpline is a proactive measure by the Air Force to address housing issues raised by privatized and government housing residents, while creating an improved, standardized system that ensures the health and safety of Airmen and their families, according to Col. Michael Beach, Air Force Housing Privatization chief. "Our focus with the helpline has been to provide a tool to residents that assists them in raising their concerns in a way that they feel their issue is being addressed and resolved in a timely manner," Beach said.

Helpline agents connect concerned residents to the

appropriate channels of assistance and consultation. The agent documents the issue, much like a project owner records a work order, then routes it to AFCEC, which works with the resident and project owner to understand and resolve the concern. AFCEC is analyzing calls for trends to help the Air Force and project owners prevent future, similar issues at installations.

While the toll-free line is always available, AFCEC housing program experts recommend residents use established processes to address issues. Residents should first reach out to their project owner when issues arise, then to their base Military Housing Office and wing leadership for additional help to resolve the matter.

"Residents may also use the helpline if they feel uncomfortable approaching their leadership about their situation," Beach said.

The Air Force is working closely with concerned residents, project owners and base leadership to continually assess housing conditions, address health and safety hazards and implement procedures that ensure privatized housing matters are appropriately addressed.

To reach the housing helpline, call 800-482-6431. Representatives are available toll-free 24 hours a day, seven days a week, to connect residents with the support they need related to their housing concerns.

Trespassing at Combat Arms Firing Complex is illegal, dangerous

By **Tech. Sgt. Alexander D. Scott**
37TH TRAINING SUPPORT SQUADRON

The Joint Base San Antonio-Lackland Combat Arms Firing Complex at 900 Patrol Road, building 950, just off Medina Base Road, is classified as a "non-contained" range, or impact range.

A red flag is displayed and/or a rotating red beacon is located at each range entry point at the JBSA-Lackland Medina Annex range. The rotating red beacon is used during night firing. This flag or beacon indicates the range complex is in operation and firing is scheduled.

The perimeter of the Combat Arms Firing Complex is marked with signs displaying "DANGER, WEAPONS FIRING IN PROGRESS, KEEP OUT." This signifies that people should not pass the fence.

Upon entering the range



TECH. SGT. ALEXANDER D. SCOTT

A red flag and/or a rotating red beacon is located at each range entry point at the JBSA-Lackland Medina Annex range. The rotating red beacon is used during night firing. This flag or beacon indicates the range complex is in operation and firing is scheduled.

complex, there are signs that display the warning "DANGER, DANGER FIRING IN PROGRESS WHEN RED FLAG IS FLYING."

Entrance downrange of the range complex is unauthorized and

trespassing is illegal, as well as dangerous, due to gunfire. People requiring access downrange of the firing ranges can coordinate with range operations at 210-671-2349 for authorization.

VETERANS

From page 5

This ID can be issued by federal, state or local government agencies provided it contains a photograph, name, date of birth and address. If the address is not on the proofing document, veterans can provide separate documentation to confirm their address. Acceptable address documents include:

- » Electric bill
- » Cable bill
- » Other mailing document
- » Voter Registration card

How long does it take?

Once the picture is taken, veterans should receive their VHIC within 10 days. If they have any questions, veterans should contact their local VA medical facility where they receive care or call 877-222-VETS (8387).

The VHIC provides:

- » Increased security for personal information — no personally identifiable information contained on the magnetic

stripe or barcode.

- » Unique member identifier — Department of Defense assigns an electronic data interchange personal identifier that allows VA to retrieve the veteran's health record.
- » A salute to military service — The emblem of the veteran's latest branch of service is displayed on the card. Several special awards will also be listed.
- » Accessibility — Braille "VA" helps visually impaired veterans to recognize and use the card.
- » Anti-counterfeiting — Microtext helps prevent reproductions.

Lost or stolen?

If the VHIC is lost or stolen, contact the VA medical facility where the picture was taken to request a new card, or call 877-222-VETS (8387). Veterans will need to provide identification information when reporting lost or stolen cards.

Caregivers

Eligible caregivers will receive an eligibility letter from VA's Office of Community Care.

If a primary family caregiver under the PCAFC loses their eligibility letter, please call 877-733-7927 to request a replacement. Please allow two weeks for processing.

For installation access, entry to some commissary stores and at point of sale at commissaries, exchanges, and MWR retail facilities, eligible caregivers will need to show an acceptable credential along with their eligibility letter. Acceptable credentials may include:

- » DOD common access card (when otherwise eligible)
- » DOD uniformed services identification card (when otherwise eligible)
- » REAL ID-compliant driver's license issued by a state, territory, possession, or the District of Columbia
- » REAL ID-compliant non-driver's identification card issued by a state, territory, possession, or the District of Columbia
- » Enhanced driver's license issued by a state, territory, possession, or the District of Columbia
- » U.S. passport or passport card
- » Foreign passport bearing an unexpired

immigrant or non-immigrant visa or entry stamp

- » Federal personal identity verification card (when otherwise eligible)
- » VHIC
- » Transportation Worker Identification Card

First visit

Upon the first visit to an installation, eligible veterans and caregivers must stop at the visitor control center. Depending on the type of installation, veterans may enroll for recurring access, which allows them to proceed to the gate for entry upon subsequent visits without having to stop again at the visitor control center.

As with all other individuals seeking access to DOD installations, all eligible veterans must pass a basic on-the-spot background check prior to enrolling and an automated check each time they enter the installation. Veterans with felony convictions, felony arrest warrants, or other types of derogatory information related to criminal history or terrorism will not be permitted entry.

RANDOLPH

Sam Diaz, 502nd Logistics Readiness Squadron heavy equipment operator, utilizes the E85 ethanol fuel pump to fill the tank of a government vehicle Dec. 5 at Joint Base San Antonio-Randolph.



TECH. SGT. AVE I. YOUNG

Service station leans on alternative fuel

By Robert Goetz
502ND AIR BASE WING PUBLIC AFFAIRS

For more than a decade, Joint Base San Antonio-Randolph's military service station has depended on an alternative fuel to power many of the location's government cars and passenger vans. The use of the flex-fuel E85 — a blend of 85 percent ethanol and 15 percent gasoline — helps meet environmental goals and reduces reliance on foreign oil, said Dennis Stewart, 502nd Logistics Readiness Squadron lead contracting officer representative/quality assurance and property administrator. "Alternative fuel consumption was driven by an executive order issued in 2007 and the Energy Policy Act of 1992," he said. "JBSA-Randolph led the charge by converting to the alternative fuels E85 unleaded and B20 biodiesel." The service station no longer dispenses B20 due to extensive vehicle

and equipment maintenance costs associated with it, but E85 remains a vital commodity in the facility's fuel inventory, accounting for some 40,000 gallons annually. Randolph converted to B20 diesel in January 2005 and used it for 13 years before returning to DS2, a low-sulfur diesel fuel that is not considered an alternative fuel, Stewart said. E85 became part of the fuel inventory in March 2005. E85 does not match regular unleaded gasoline's fuel economy, but it provides these benefits: the engine oil remains clean for a longer time, there is less stress on the engine, there is a reduction in overall engine maintenance and it reduces carbon monoxide emissions. According to Air Force Instruction 24-302, use of alternative fuels specifically applies to general-purpose light-duty vehicles, those that are less than or equal to 8,500 pounds gross vehicle weight. "All government and

government-leased cars and most passenger vans use either E85 or regular unleaded fuel whereas most larger trucks, buses and large utility-type vehicles generally use diesel," Stewart said. "All generators use diesel." Currently 107 vehicles — or 37 percent of Randolph's eligible alternative fuel vehicles — are flex-fuel and utilize E85, said Peter Guillemette, 502nd Logistics Readiness Squadron Fleet Management and Analysis and Materiel Control supervisor. "The AFVs, whether purchased or rented/leased, are bi-fuel, flex-fuel or a dedicated alternative fueled vehicle," he said. "Bi-fuel AFVs have two mutually exclusive fuel systems and are designed to operate on either gasoline or an alternative fuel such as compressed natural gas or propane, using one fuel at a time. Dedicated AFVs are vehicles that operate solely on an alternative fuel." Randolph's AFV fleet also consists of

42 hybrid electric vehicles, which combine the benefits of gasoline or diesel engines and electric motors, Guillemette said. "Hybrid electric vehicles can be configured to obtain different objectives, such as improved fuel economy, increased power or additional auxiliary power for electronic devices and power tools," he said. In addition to reducing dependence on foreign oil, Randolph's AFV fleet reduces the consumption of petroleum-based fuel and improves air quality by reducing greenhouse gas emissions, Guillemette said. JBSA-Randolph's service station is in the 502nd LRS Vehicle Operations motor pool facility, where pumps dispense E85, diesel fuel and regular unleaded gasoline to some 500 government vehicles, including fire trucks, ambulances and buses, as well as to flight line equipment, lawn equipment and power washers.

'TIS THE SEASON AT JBSA-RANDOLPH

Col. Mark Robinson, 12th Flying Training Wing commander, points out ornaments to one of the participants of the holiday tree lighting ceremony at Joint Base San Antonio-Randolph Dec. 5.



BENJAMIN FASKE

340th FTG event tackles Reserve status pay issues

By Janis El Shabazz

340TH FLYING TRAINING GROUP
PUBLIC AFFAIRS

Subject matter experts from across the 340th Flying Training Group gathered at Joint Base San Antonio-Randolph Nov. 19-21 for a continuous process improvement, or CPI, event to address pay problems resulting when members transition between statuses, such as Active-Guard Reserve to Traditional Reserve or vice versa.

The CPI event was led by 340th FTG continuous improvement gurus Lt. Col. Sara Linck and Teresa Davies with oversight provided by Davies' improvement process mentor, Bob Daffin from Air Force Reserve Command. Members from each squadron and from the headquarters commander support staff, finance, undergraduate flying training, military personnel section, medical and aviation resource managers worked together to

identify possible root causes for inaccurate, slow or no pay when members transition between statuses.

The team used a pick chart and the "5 Whys" technique to rank and identify possible root causes, and brainstormed to generate potential countermeasures.

The team identified seven possible root cause areas:

- » Appointment orders being delayed because DD214s were not available in the Automated Records Management System or ARMS
- » Lack of transparency regarding reasons for delay
- » Statuses incorrectly identified during member transition
- » Lack of communication between key players during member transitions
- » CSS can't verify pay record change
- » No standardized processing lists
- » No clearly defined Air Reserve Personnel Center, group or unit processing task list

"It was a maze of issues because this process traverses Air Force Personnel

Center, ARPC, force support, CSS, military personnel section, and financial management," Davies said.

Outbrief team leads recommended countermeasures to Lt. Col. Brent Drowns, group deputy commander, who represented the improvement process champion, Col. Allen Duckworth, group commander. Proposals included the following:

Military Personnel

- » Educate members on importance of getting DD214 into ARMS when transitioning to Reserve
- » Tour AFPC to build relationships and identify delays in production
- » Establish "live feed" of hiring status to give visibility of new gains overdue for an appointment order
- » Military Personnel document ARPC accessions processes

Military Personnel/Financial Management

- » Establish standardized checklists

» Identify steps required to create Air Reserve Technician pay record to detect implementation shortfalls

» Establish HQ collocated transition team consisting of members from CSS, FM and MPS to create synergy between the sections. This team would be backed up by a virtual transition presence visible to CSS, FM and MPS to head off roadblocks.

» Give CSS pay record visibility so they can verify record changes

» Assign a HQ transitions team lead

Financial Management

» Define and map specific process tasks
"Throughout this process our efforts were focused on creating customer satisfaction that is value-driven, not task-driven," Davies said. "Pay inefficiencies can dramatically impact members' lives and thereby cause a negative impact to mission success."

The team will now await feedback from the champion to determine the way forward.

Fixer upper project merges with new layout at JBSA-Randolph Library

By Robert Goetz
502ND AIR BASE WING
PUBLIC AFFAIRS

The final pieces will soon be falling into place as the Joint Base San Antonio-Randolph Library completes its transition to the modern bookstore layout the Air Force is adopting for its libraries.

Just months after the JBSA-Randolph library moved away from the longstanding Dewey Decimal System to more focused subject categories for its books, new carpeting laid in November was the second step in freshening the facility's physical appearance after fresh coats of blue and teal paint enlivened the walls.

Starting Feb. 1, 2020, the library will be closed temporarily for the transformation's finishing touches, to include new furniture and solid wood shelves throughout the building.

"We'll be getting new sofas, chairs, tables and study carrels in addition to new shelving," said Diana Lisenbee, supervisory librarian. "It's a way to refresh our space. We want to make sure everything is done right."

The library will become more user-friendly with the physical changes, Lisenbee said.

"The shelves won't be as high, so patrons will be able to see across the library," she said. "There will be new signage, and there will be nooks and crannies that will be quieter. We're just trying to improve service here and make people more comfortable. It's their library we're taking care of."

The only furniture that will not be replaced are new bins in the children's area, Lisenbee said.

"Children's books are placed



TECH. SGT. AVE I. YOUNG

A view of the main area from the entrance of the library Dec. 5 at Joint Base San Antonio-Randolph.

in the bins facing forward and the bins are no higher than 3 feet tall," she said. "That allows kids to browse. That's the key — browsability."

The modern bookstore layout adds to the JBSA-Randolph facility's more accommodating feel, Lisenbee said.

"By organizing our library just like a bookstore, we're improving the ease of browsing our collection," she said. "It's easier than ever to find materials, because rather than organize our collection using Dewey Decimal System, we now organize our materials under subject headings."

As an example, all of the library's holdings pertaining to the military now live together under the "Military" subject heading, including biographies of military figures formerly

placed in the "Biography" section, Lisenbee said.

"We have everything from military history, split up by branch, to military life, from resources for families dealing with deployment to veterans entering the workforce," she said. "Under the Dewey Decimal System, these resources were spread out over six or seven locations, but under the bookstore layout, all of these materials live in one place, making it very easy to find resources."

Two of the library's 45 subject categories — "Test Prep" and "Transition Readiness" — reflect the facility's emphasis on providing military members with the information they need.

Another benefit of the new layout is that it appears to help circulation.

At the JBSA-Lackland library — which was the first JBSA library to adopt the modern bookstore layout — more people are browsing the collection and are able to find what they're looking for, said Sharon Ortiz, library technician.

"We have had such a positive feedback from our patrons; they think that we have so many more books," she said. "The bookstore model lets the patrons find what they are looking for in a timely manner."

Conversion to the new layout has also enabled the JBSA-Randolph library to refresh its collection, Lisenbee said.

"What's great is that we got to go in and evaluate our collection," she said. "Before we implemented the modern

"We'll be getting new sofas, chairs, tables and study carrels in addition to new shelving. It's a way to refresh our space. We want to make sure everything is done right."

Diana Lisenbee, Joint Base San Antonio-Randolph supervisory librarian

bookstore layout, the average publication date of books was 1992. We've donated and discarded a lot of the older volumes and the average is now at 2007. It's a very modern collection that better serves the community."

The library also provides more materials that benefit service members and military families, such as study materials and test preparation for College-Level Examination Program exams.

The JBSA-Randolph facility joined JBSA-Fort Sam Houston's Keith Campbell Library as two of nine Air Force libraries chosen to transition to the modern bookstore layout this year, Lisenbee said.

"The Air Force hopes to convert all of its libraries to this concept," she said.

To flush or not to flush; learn the do's and don'ts

By Richard L. Hopewell

802ND CIVIL ENGINEERING SQUADRON
WATER QUALITY LEAD

Just because you flush human waste down the toilet doesn't mean San Antonio Water System, or SAWS, sewers are waste disposal units.

Sewers are designed to take away wastewater from sinks and baths, as well as toilet paper and human waste flushed down the toilet. But hundreds of people cause blockages in sewers or damage to the environment by putting trash down the toilet.

Just because an item is called disposable doesn't mean it is safe to flush. Instead you should bag it and put it in the garbage ... don't flush it!

Our sewers are not designed to cope with modern disposable products and as a result, these items can cause blockages.

The drains connecting your home or place of work to the main sewer are only big enough to carry water, toilet paper and human waste. They are often no wider than four inches. Around 75 percent of blockages involve disposable items.

To avoid blockages, put disposable items in the garbage.

Disposable products, such as cotton balls, condoms, diapers and plastics can find their way into the environment if they are flushed down the drain.

To prevent damage to the environment, the following items should be disposed of in the ways recommended.

- ▶▶ For cotton balls, feminine products, bandages, diapers, plastics and dental floss, dispose of these in the garbage.
- ▶▶ For condoms, tampons and applicators, wrap well and dispose of in the trash.

Grease in sewer pipes causes sewer maintenance problems for the 502nd Civil Engineering Group, CCMA and SAWS. Never pour grease in your sink drain and try to use your garbage disposal less.

Grease is a byproduct of cooking. It comes from meat, lard, oil, shortening, butter, margarine, food scraps, baking goods, sauces and dairy products.

When grease washes down the sink, it sticks to the insides of the pipes that connect your home or place of work to the sewer lines that convey waste to the local sewage treatment facility.

Eventually, the grease can build up until it completely blocks sewer pipes.

That can create difficult and expensive maintenance problems. Blocked sewer pipes can cause raw sewage to back up into your home or place of work, or overflow into streets and streams.

Garbage disposals don't keep grease out of sewer pipes. Products that claim to dissolve grease may dislodge a blockage, but will only cause problems farther on down the line when the grease hardens again.

Reducing the amount of fats, oils and greases, or FOG, going down your kitchen sink prevents sewer problems.

Following these tips will help avoid expensive sewer backups, while helping to protect water quality.

▶▶ Do recycle used cooking oil or properly dispose of it by pouring it into a sealable container and placing it in the trash.

▶▶ Do scrape food scraps into the trash, not the sink.

▶▶ Do wipe pots, pans, and dishes with dry paper towels before rinsing or washing them.

▶▶ Do place a catch basket or screen over the sink drain when rinsing dishware or when peeling or trimming food to catch small scraps that would otherwise be washed down the drain. Throw the scraps in the trash.

▶▶ Do rinse dishes and pans with cold water before putting them in the dishwasher. Hot water melts the FOG off the dishes and into the sewer pipes. When these go into the sewer, the hot water will cool and the FOG will clog the pipes.

▶▶ Don't use a garbage disposal or food grinder. Grinding food up before rinsing it down the drain does not remove FOG; it just makes the pieces smaller. Even non-greasy food scraps can plug your home's sewer lines. Don't put food of any kind down the drain.

▶▶ Don't pour cooking oil, pan drippings, bacon grease, salad dressings or sauces down the sink or toilet or into street gutters or storm drains.

▶▶ Don't use cloth towels or rags to scrape plates or clean greasy or oily dishware. When you wash them, the grease will end up in the sewer.

▶▶ Don't run water over dishes, pans, fryers, and griddles to wash oil and grease down the drain.

Editor's note: Joint Base San Antonio-Randolph falls under the Cibola Creek Municipal Authority, or CCMA.