

JBSA LEGACY

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JOINT BASE SAN ANTONIO

OCTOBER 15, 2021



STAFF SGT. AMANDA STANFORD

Patient Decontamination Course students remove a simulated patient from a tent after decontamination at the 59th Medical Readiness Training Center at Joint Base San Antonio-Camp Bullis, Texas, Sept. 1.

59th MDW: Medical readiness training through the pandemic

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New electronic health record coming soon to SA Market

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CRAFT program helps optimize pilot training

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All DOD personnel now receive continuous security vetting

By David Vergun

DOD NEWS

The Defense Counterintelligence and Security Agency has successfully enrolled all Defense Department service members, civilians and contractors with a security clearance — about 3.6 million people — in its current continuous vetting program.

Continuous vetting will eventually replace periodic reinvestigations, which are conducted every 10 years for employees with a secret clearance and five years for those with a top-secret clearance. It will also include DOD personnel who do not have a clearance, according to Heather Green, assistant director of vetting risk operations for DCSA.

This brings the agency and the federal government one step closer to its trusted workforce, or TW 2.0, goal of providing continuous vetting for all of DOD, as well as other government personnel outside of the department, she said. TW 2.0 is expected to be incrementally implemented over the next few years.

Continuous vetting is now in the TW 1.25 stage, which means that DCSA receives automated records from government and commercial data sources based on federal investigative standards. The National Background Investigation Services, a component of DCSA, then leverages an automated system that scans the data for any alerts that might indicate potential issues or other suspicious or criminal activity, she said.

“We developed that in order to provide that initial version of continuous vetting, focusing on high-value data sources through automated record



Marines with Marine Fighter Attack Squadron 112 prepare an F/A-18C Hornet aircraft for departure at Marine Corps Air Station Iwakuni, Japan, Sept. 29.

checks. Those continuous record checks that are turned on right now mean that issues of potential risk to an individual's trustworthiness that may have taken years to discover in the past are now identified and addressed in very near real-time data," Green said.

One example of TW 1.25's success: The DCSA team received an alert on July 31 that there was a fugitive arrest warrant for attempted murder, felony assault and other charges related to an incident that had occurred the previous day, Green said.

The team immediately validated the alert and then shared that information with the subject's security manager and law enforcement. That individual was apprehended

and removed from security access, she said.

“If we had not had this individual enrolled in continuous vetting, there's a high potential that we may not have been aware of the situation until the next periodic investigation, which would have been 5 1/2 years later,” she said.

Although continuous vetting is now operational, Green said she would encourage anyone who is having any issues — such as with finances — to proactively report it to their security manager.

“Self-reporting is a critical piece of continuous vetting and we prefer to have already known about the incident prior to an alert being generated in the system,” she said.

Green also said the person

who shares concerns with his or her security manager, would most likely receive some sort of assistance so the problem does not fester and become a potential insider threat concern.

In TW 1.5, a milestone that comes between now and TW 2.0, more data categories will be added to continuous vetting, she said. In addition to the criminal and terrorism checks that are now being done, suspicious financial activity and foreign travel will also be monitored. When TW 1.5 begins, periodic reinvestigations will no longer be necessary.

Green noted there are policy discussions underway as to whether social media monitoring will be added for TW 2.0.

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Feedback Fridays

Brig. Gen. Caroline M. Miller

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 jbsapublicaffairs@gmail.com using the subject line "Feedback Fridays."

Questions will be further researched and published as information becomes available.

Q: I am curious as to why there is only one individual processing Army cadre PCS orders for all of Joint Base San Antonio. Getting orders way behind schedule has been commonplace for the last two years.

Mrs. Hernandez does an amazing job communicating and trying to keep up, so this is not a dig on her, in actuality, she deserves an award for her efforts. It costs service members a lot of panic, anxiety, and, sometimes, money due to late PCS orders.

Every PCS award we turn in needs a letter of lateness due to

late orders. My current PCS leave request is already late because it cannot be processed without orders and I will not likely get the flight I need because I do not have my orders in advance.

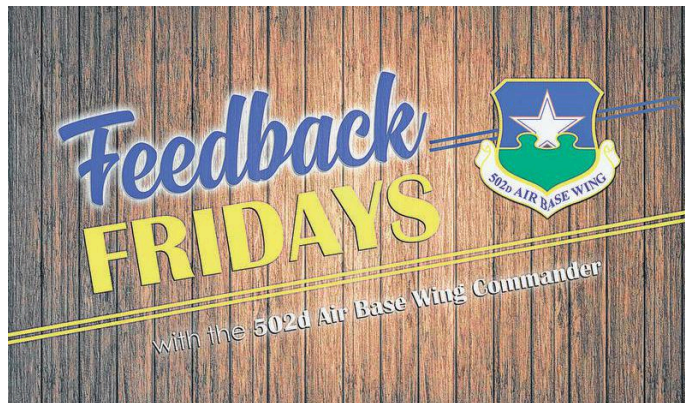
The answer I get is there is only one person making orders. Can you please review the manpower for this absolutely essential task that needs to be handled in a much more timely fashion?

A: Thank you for reaching out!

We apologize that your experience did not meet the standard of customer service that we at JBSA strive to provide.

Our Military Personnel Division Personnel Management Branch is authorized 14 personnel, with 12 currently assigned. The work assignments are based on mission requirements, and we have two personnel working on both officer and enlisted orders for permanent party personnel.

It is not our intention to ever cause a Soldier panic, anxiety or money due to orders not being accomplished in a timely manner. Orders are provided 90 to 120 days out unless the assignment is



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changed by U.S. Army Human Resources Command, our higher headquarters.

Additionally, all required documentation must be provided before orders are published. We are more than happy to provide assistance if you contact the Personnel Management Branch at the Joint Personnel Processing Center at JBSA-Fort Sam Houston.

We appreciate your valuable feedback, as it allows the 802nd Force Support Squadron to continue to make every effort toward providing a great customer experience to all we serve.

If you have any additional questions or concerns, please do not hesitate to call our Military Personnel Division Chief at 210 295-0376. Thank you!

VA partners with Cybercrime Support Network, teaches veterans how to fight cybercrime

VA News

The Department of Veterans Affairs is partnering with the Cybercrime Support Network to protect veterans who are disproportionately targeted for identity theft and other online scams.

Launching this fall, the partnership will provide educational resources that strengthen online security for service members, veterans and their families and focus on recognizing, reporting and recovering from cybercrime.

The educational awareness campaign includes:

► Public service announcements via Comcast broadcast services and an

online portal.

► FightCybercrime.org, a resource database for those impacted by cybercrime and online fraud.

► ScamSpotter.org, a website to help veterans identify scams and report fraudsters.

"According to the Federal Trade Commission, in 2019 our nation's veterans lost 44% more in damages to cyber-criminals compared to non-veterans," said VA Director of IT Strategic Communication Reginald Humphries of the office of information and technology. "This nationwide partnership provides needed education and resources to mobilize the veteran



COURTESY GRAPHIC

community to help protect themselves from the impact of these crimes."

The FTC also stated, between 2017 and 2021, the military and veteran community reported more than \$820 million in losses from cybercrime. The

results of these financial losses have a devastating impact on families, careers and veterans' overall wellbeing.

"Our goal is to help veterans from becoming victims of cyber fraud," said Interim CEO and Chief Strategy Officer for Cybercrime Support Network Robert Burda. "Together, we are building a support system that will create a space for real change and cybersecurity innovation in the military and veteran community."

The partnership includes 33 nonprofit service organizations. Learn more about Cybercrime Support Network's military and veteran program at [Fight Cybercrime](https://fightcybercrime.org).

Web-based enrollment streamlines visitor pass process

By Joe Bela

AIR FORCE INSTALLATION AND
MISSION SUPPORT CENTER
PUBLIC AFFAIRS

A new web-based enrollment system, now deployed at several Air Force installations, is streamlining the visitor pass process and reducing foot traffic at visitor control centers.

Developed by the Air Force Security Forces Center, a primary subordinate unit of the Air Force Installation and Mission Support Center, the Defense Biometric Identification System Visitor Enrollment System, or DVES, integrates with the system currently used by security forces personnel to control access to military bases.

Together, the two web-based systems function to “link requestors, sponsors and visitor control centers in a virtual environment,” said Melia Goodman, installation access control chief in the AFSFC Law and Order Division.

Each year, security forces Defenders across the Department of the Air Force issue more than 1.7 million paper passes at visitor control centers, entry control points and commercial vehicle inspection areas. In addition, some 250,000 passes are issued annually at Joint Base San Antonio-Lackland through a



PHOTO ILLUSTRATION BY LUKE ALLEN

Security forces personnel at the 902nd Security Forces Squadron, Joint Base San Antonio-Randolph, are now using the Defense Biometric Identification System Visitor Enrollment System to make the visitor pass request system more efficient.

separate process that supports Air Force Basic Military Training graduation attendance.

Recognizing that issuing passes the traditional way is no longer efficient, staff at AFSFC began to look at new ways of managing the program. That led to the concept of DVES becoming a reality.

“First tested in a lab environment at AFSFC, DVES proved to be “the innovative, no-cost solution we needed,” Goodman said. “Using existing capabilities of the Defense Biometric Identification System with DVES and the

pre-enrollment web site significantly reduces the need for visitors to physically enter a brick-and-mortar facility. That can reduce manpower requirements at visitor control centers and get passes into the hands of the visitors more expeditiously and efficiently.”

Beginning in October 2020, the Air National Guard's Ellington Field, Texas, Joint Base San Antonio-Randolph, Texas, Nellis Air Force Base, Nevada, and Tyndall Air Force Base, Florida, conducted a 90-day field test to capture data from bases with significantly different visitor pass

procedures.

All locations reported substantial decreases in both pass processing times and foot traffic at VCCs. Ellington Field reduced processing time by 50 percent and saw a 70 percent decrease in VCC throughput. The 902nd Security Forces Squadron at JBSA-Randolph experienced similar results and proposed the use of customer-generated QR codes to further streamline the process.

Visitors complete the pre-enrollment registration using any computer or smart device. They then receive unique QR and alphanumeric codes that they provide to the sponsor along with a scanned copy of their driver's license. The sponsor does the rest.

“After a successful background check, the system generates a visitor pass which can be emailed to the visitor who presents it at an entry control point for access. The entire process happens without the need to enter the VCC,” Goodman said.

“Less traffic at the VCCs also helps us comply with today's COVID health and safety protocols,” Goodman added.

DVES was approved for full-scale implementation at all Air and Space Force bases in August. Tyndall's 325th Security Forces Squadron

launched the system in September. It made an immediate impact.

“DVES dropped foot traffic through our VCC by 95 percent within this first month of implementation,” wrote Maj. Jordan Criss, 325th SFS commander, in a recent message to AFSFC. “We really appreciate the support the DVES team has provided. It is definitely making our lives easier and is making us more mission effective.”

At JBSA-Randolph, Reuben Fleischman, 902nd SFS VCC lead, said the average wait time for a pass at the visitors center before DVES was about 15 minutes. “Now, if we have the proper documentation, it takes no more than three to five minutes to issue a visitor pass. And when it comes to renewals, it takes only one to three minutes,” he said.

“As vested members of the global AFIMSC enterprise, we play a vital role in the Air Force's quest to accelerate change,” said AFSFC Commander Col. Aaron Guill. “Initiatives like DVES encompass this commitment by developing and delivering innovative solutions that enhance security forces' mission sets and mold Defenders into the agile and lethal force today's Air and Space Forces need.”

TRICARE For Life expert discusses how to get coverage

By TRICARE Communications

Oct. 1, 2021, marked the 20th anniversary of TRICARE For Life, or TFL. Congress created TFL as Medicare-wraparound coverage in 2001 in order to extend TRICARE coverage to Medicare-eligible military retirees and their family members.

Prior to the establishment of TFL, military retirees and their family members lost their TRICARE coverage when they became eligible for Medicare. Today, there are about 2.1 million beneficiaries using TFL,

according to the Department of Defense.

So, how do you qualify for TFL? We recently caught up with Anne Breslin, the TFL program manager at the Defense Health Agency, to ask about who is eligible for TFL. If you want to learn more about TFL, check out the Q&As below.

TRICARE: Medicare is managed by the Centers for Medicare & Medicaid Services, and TFL is managed by the Department of Defense. How do the two agencies work together? And how would you describe TFL?

BRESLIN: Since its establishment 20 years ago, TFL has extended comprehensive health coverage to retired service members and their family members who are eligible for both Medicare Part A and Part B and TRICARE.

TFL is Medicare-wraparound coverage. This means Medicare and TRICARE work together to coordinate your benefits and reduce your out-of-pocket medical costs. What you pay out of pocket for care will depend on whether or not the care you receive is covered by both Medicare and

TRICARE. You'll pay nothing out of pocket for services covered by both Medicare and TRICARE. But you'll pay out of pocket for care that isn't covered by either Medicare or TRICARE.

In order to have TFL when eligible, you must have both Medicare Part A and Part B. This is regardless of where you live, whether you live in the United States or in another country. Although Medicare is only available in the United States and U.S. territories, TFL can be used worldwide. TFL beneficiaries can continue to fill their prescriptions

TRICARE continues on 5

TRICARE

From page 4

through the TRICARE Pharmacy Program. So, you don't have to purchase Medicare Part D (Medicare prescription drug coverage) unless you want to.

TRICARE: So there's no TFL without Medicare Part A and Part B. But what are Part A and Part B?

BRESLIN: Medicare Part A and Part B are the two parts of Medicare known as "Original Medicare" that are critical for you to be eligible for TFL.

Medicare Part A is hospital insurance. It provides coverage for inpatient hospital care, skilled nursing care, hospice care, and some home health care. Medicare Part B, on the other hand, is medical insurance, and it has a monthly premium. The Part B premium is taken from your monthly Social Security retirement or disability payment. If you aren't receiving either of these payments, you'll receive a bill every three months for your premiums. Medicare Part B covers care that you receive as an outpatient from your primary care or specialty physicians, outpatient surgery, home health care, durable medical equipment, some preventive services, and could include rehabilitation.

There's also Medicare Part C (Medicare Advantage plans) and Medicare Part D (Medicare prescription drug coverage). Part C and Part D aren't required for TFL coverage.

TRICARE: How do you know if you're eligible for TFL?

BRESLIN: One of the key things to know about TFL is that it's an individual entitlement. This means coverage is only for the individual who's eligible for Medicare and TRICARE. Most of us become eligible for Medicare when we turn age 65. So, if your spouse has a different birthday, their entitlement to Medicare and TFL won't begin at the same time your entitlement begins. Their eligibility for TRICARE Prime or TRICARE Select continues until they turn age 65 and become eligible for Medicare Parts A and B.

TRICARE: If you're age 64, what are the steps you need to take to get TFL coverage?

BRESLIN: You need to sign up for Medicare Parts A and B before you turn age 65. Medicare gives us a seven-month initial enrollment period in which we can sign up for Medicare. But, in order to avoid a break between

your Medicare Part A and Part B start date, we encourage TRICARE beneficiaries to sign up as soon as they can.

If your birthday falls on the first day of the month, you become eligible for Medicare on the first day of the month before the month you turn 65. Sign up for Medicare between two and four months before the month you turn 65. If you sign up later, you'll have a gap between your Medicare Part A start date and your Part B start date. And anytime you have Medicare Part A only, you're ineligible for TRICARE.

If your birthday falls after the first day of the month, you become eligible for Medicare on the first day of the month you turn 65. You can sign up between one and three months before the month you turn 65. This will ensure that your Medicare Part A and Part B will begin on the same day, and therefore, you won't have a gap in your TRICARE coverage.

TRICARE: After signing up for Medicare, do you then have TFL coverage?

BRESLIN: No. Medicare Part A and Part B don't begin the day you sign up. TFL begins the first day that you have Medicare Part A and Part B. The start date varies depending on when you sign up. There are no TFL enrollment forms to complete or enrollment fees. Once you show as eligible for TRICARE in the Defense Enrollment Eligibility Reporting System (DEERS) and you have Medicare Part A and Part B, then you automatically have TFL coverage. It's automatic because the Defense Department receives Medicare data from the Centers for Medicare & Medicaid Services.

TRICARE: This doesn't cover all there is to know about TFL. Where would you recommend going to learn more?

BRESLIN: On the TRICARE website, there are several TFL resources. The TFL page is a good starting point. I highly recommend that you download and review the additional resources:

- » The TRICARE For Life Handbook has a lot of details about the program and frequently asked questions.
- » The TRICARE and Medicare Turning Age 65 Brochure is a vital resource for those who will be turning 65. It gives you all the specifics that you'll need to get started with TFL.
- » If you're under 65 and entitled to Medicare, the TRICARE and Medicare Under Age 65 Brochure is for you.

Starting this month, you can also tune in to TRICARE's new podcast series on TFL. Catch new episodes on Apple Podcasts and Spotify.

FORT SAM HOUSTON

MICC contracts exceed \$5.2 billion in support of Army needs

By Daniel P. Elkins

MISSION AND INSTALLATION
CONTRACTING COMMAND
PUBLIC AFFAIRS

Members of the Mission and Installation Contracting Command executed more than 27,000 contract actions valued at almost \$5.2 billion through the final hours of fiscal 2021 to ensure installation readiness requirements across the Army while also supporting emerging contract needs in support of COVID-19 and Operation Allies Welcome.

The command also administered more than 392,000 Government Purchase Card transactions by cardholders across the Army valued at more than \$670 million during fiscal 2021, which ended Sept. 30, representing more than 60% of both spend and transactions for the Army Contracting Command.

Brig. Gen. Doug Lowrey, who has led the MICC since May 2021, praised the command's dedicated workforce for its fiscal 2021 performance during a challenging year.

"Congratulations on an incredible effort for end-of-year operations to successfully close out fiscal 2021," Lowrey said. "The numbers are impressive for a command of 1,367 Soldiers and Army civilians, but the impact you make across the Army to fight and win is immeasurable. Your selfless efforts cement your legacy in the MICC and for the Army."

Mark Massie, the assistant director of the MICC Office of Small Business Programs, said



DANIEL P. ELKINS

the efforts of the command's acquisition professionals resulted in the MICC exceeding all five small business goals in fiscal 2021 for the seventh consecutive year.

Contract actions awarded to American small businesses by the MICC totaled more than \$2.5 billion. Massie added the command continued to transition to a virtual environment in its small business efforts to reinforce its transparency to industry, increase competition and continue to strengthen the Defense industrial base.

"This year we took a giant step. In March 2021 we held our first ever command-wide virtual advance planning briefings for industry. This

highly successful, week-long event had more than 1,800 industry and government registrants," Massie said. "The best part was it did not cost small businesses a dime to attend the event. An over 95% approval rate was received from industry, and this similar format will take us into fiscal 2022 as we continue to battle through the pandemic."

Following the March APBI, approximately 50 small business professionals, contract specialists, contracting officers, division chiefs, procurement analysts and directors from throughout the MICC and mission partner representatives teamed with the Virginia Procurement Technical Assistance Center to

conduct approximately 700 one-on-one virtual meetings with more than 290 small businesses in April.

Also, numerous MICC contracting Soldiers and civilians across the country continued their support of contract requirements throughout the year as part of the Army's response to fight the spread of COVID-19 and transition of Army workforce back to the office.

During fiscal 2021, acquisition professionals from throughout the command executed 252 contract actions valued at more than \$28 million in support of COVID requirements. An additional 2,200-plus GPC transactions totaling more than \$11.9 million

Following a successful fiscal 2021 during which the Mission and Installation Contracting Command executed more than 27,000 contract actions valued at almost 5.2 billion in support of its Army mission partners, a new commander's intent by Brig. Gen. Doug Lowrey outlining updated priorities will guide the workforce in the new fiscal year.

were managed by MICC agency and organization program coordinators in support of the pandemic.

The final quarter of fiscal 2021 also called for responsive actions by MICC contracting professionals to meet Department of State acquisition requirements in support of Operation Allies Welcome. MICC members from across the 419th and 418th Contracting Support Brigades provided expedited contract requirements for Army installations hosting the relocation of special immigrant applicants.

As the fiscal year drew toward its close, Lowrey said he saw many accounts of the great work being accomplished by everyone across the command and believes each contract, regardless of dollar value, made an impact.

"Your work speaks for itself. As we all know, when one fiscal year closes out, another year begins," he said. "The keys to another successful year will be to remain focused on creating a positive work environment, forging relationships, inspiring ownership, and empowering MICC personnel to 'Live the Legacy.'"

Guiding the MICC workforce over this next fiscal year is a commander's intent first introduced during a September town hall that outlines Lowrey's updated priorities. Those priorities include action people first, deliver comprehensive contracting effects, influence readiness, and modernize for the future.

U.S. Army South spouses laugh their way to stronger marriage



PFC. JOSHUA TAECKENS

Army South Command Chaplain (Col.) Lawrence Dabeck speaks during an Army "Strong Bonds" retreat in San Antonio Sept. 26. Thirty-six Soldiers and spouses participated in the three-day event to focus on their relationships, with some renewing their wedding vows on the last day.

By Pfc. Joshua Taeckens
U.S. ARMY SOUTH PUBLIC AFFAIRS

Strong Bonds is a chaplain-based military program designed to assist commanders in supporting unit-led retreats for Service Members, their spouses and family members. At a Strong Bonds "getaway," couples receive relationship education and skills training in a setting that inspires hope, fosters fellowship and rekindles intimacy.

The retreat, led by Army South Command Chaplain (Col.) Lawrence Dabeck, focused on understanding how spouses act, communicate and love.

"I think that it's true in any relationship that if the home life is good, then your work life is going to be better," said Dabeck, who has led or co-hosted more than 20 Strong Bonds events for single Soldiers, married couples and their families. "Strong Bonds gives Soldiers, spouses

and their families the tools to deal with the challenges and stressors of military service."

Thirty-six Soldiers and spouses participated in the three-day event to focus on their relationships, with some renewing their wedding vows on the last day.

Capt. Joaquín Matías García, U.S. Army South Headquarters and Service Company commander, and his wife were able to relax and learn how to improve their relationship.

"This weekend helped us put the dilemmas of marriage into perspective and instilled tools for us to build a stronger bond," said Matías. "It taught me to not make insignificant situations more serious than they are."

The Strong Bonds program started in 1999 with an aim by Army chaplains, with the support of the commanding officer, to strengthen the relationship of married couples through a variety of different training seminars.

U.S. ARMY SOUTH CO-HOSTS SECOND MULTI-LATERAL BORDER SECURITY CONFERENCE

Maj. Gen. William L. Thigpen (center), U.S. Army South commanding general, presents remarks during the second multilateral Border Security Conference in Manaus, Brazil, Sept. 28.

U.S. Army South co-hosted the second multilateral Border Security Conference in Manaus, Brazil, Sept. 28, to improve border security cooperation between Brazil, Colombia, Ecuador, Panama, Peru and the USA. The conference allowed the sharing of good practices and lessons learned in dealing with issues related to border protection, observing the individualities of each country's defense policies and identifying opportunities for exchanges that improve understanding of challenges, opportunities and threats of the border region.



COURTESY PHOTO

New electronic health record coming soon to San Antonio

By Lori Newman

BROOKE ARMY MEDICAL CENTER
PUBLIC AFFAIRS

The San Antonio Market will transition to the new electronic health record system — known as MHS GENESIS — in January 2022.

The new electronic health record, shared by the Defense Department, Department of Veterans Affairs, and Department of Homeland Security's U.S. Coast Guard, delivers data to healthcare teams wherever a patient receives treatment. In the past, a patient's medical record resided within the facility where they received care. The new shared record makes a patient's records available digitally anywhere they receive care.

MHS GENESIS is being implemented at DOD hospitals and clinics in a phased approach over the next several years.

"This new electronic health record will provide a better quality of care and enhanced safety for service members and their families by becoming the single medical and dental record that all healthcare providers will use to manage patients' care," said Army Lt. Col. Dorian Walton, Brooked Army Medical Center

MHS GENESIS lead.

The goal for MHS GENESIS is to consolidate health information into a single platform and provide a continuum of care at any military treatment facility worldwide.

"Once a patient has a health record in MHS GENESIS, he or she can access the MHS GENESIS Patient Portal account using their DS Logon username and password," said Army Lt. Col. Patricia Hodson, BAMC MHS GENESIS communication lead. "The patient must have a DS Logon Premium (Level 2) account to view their MHS GENESIS health record. If the patient has an existing DS Logon account, he or she will need to upgrade their account to Premium."

To access the MHS GENESIS Patient Portal, visit patientportal.mhsgenesis.health.mil. Beneficiaries can log in to the MHS GENESIS Patient Portal using their DS Logon.

Premium Access (Level 2) is required to view the health record. In preparation for the new MHS GENESIS Patient Portal, log in to milConnect and create your DS Logon. Beneficiaries with an existing DS Logon should upgrade their

account to Premium Access. A link to the "My Access Center" is available via the MHS GENESIS Patient Portal landing page. There, patients receive instructions about how to obtain their DS Logon credentials.

For upgrade and password assistance, visit <https://myaccess.dmdc.osd.mil/identitymanagement/help.do>.

Once members are registered in the MHS GENESIS system, they will have 24/7 secure access to personal health information and lab results through the Patient Portal. Users can even access patient health education materials related to health concerns and medications.

"The MHS GENESIS Patient Portal securely connects a patient with their health care team and empowers them to become the driver of their health care," Hodson said.

With the MHS GENESIS Patient Portal, a patient can:

- » Manage primary care medical and dental appointments.
- » Review clinical notes, lab, and test results.
- » Request prescription renewals.
- » Exchange secure messages with their health care team.

» Monitor health information and view their portal profile.

» Complete a pre-visit, dental health history questionnaire online.

» Look up high-quality, provider-approved health information related to health issues, lab results, and medications.

"The standardization of workflows and processes across the enterprise is one of the most important things about this system," said Army Maj. Gen. (Dr.) George "Ned" Appenzeller, DHA's assistant director for combat support in a previous interview. "This is where we drive not only standard practices from a patient perspective, but also providers, technicians, and pharmacists.

Everything is done the same everywhere. This results in a higher quality of patient care."

As with any new technology, the MHS Genesis transition team has advised that it will take time for clinic staff to learn how to efficiently navigate the system, which may cause longer than routine wait times at the pharmacy, radiology, and laboratory. It may also affect clinic appointments as the staff works through the implementation.

LACKLAND

Former military spouse, domestic abuse, violence victim shares her story

By An AFIMSC Teammate

AIR FORCE INSTALLATION AND MISSION
SUPPORT CENTER PUBLIC AFFAIRS

Editor's Note: October is Domestic Violence Awareness Month and a member of the Air Force Installation and Mission Support Center wanted to share her experience. "I want people to know there are those who have gone through domestic violence and abuse and made it to the other side. Too often, we don't openly share our trauma for fear of retribution, judgment and shame but silence perpetuates abuse, and I don't want to be silent. This is my story."

It all began with a pattern of substance abuse.

My husband was active duty Army stationed at Fort Riley, Kansas, the first time he failed a drug test and his leadership went to bat for him. Understandably, they didn't want to leave him behind. He was demoted, put on extra duty for a month and ordered to briefly attend substance abuse classes.

Less than two months later, I found out I was pregnant and two weeks after that he was charged with his first DUI.

Since it was his first documented offense, he went through the Kansas Diversion Program and his charges were dismissed.

The Army, however, took a harder stance. The circumstances called for an Other Than Honorable Discharge, but his command went to bat for him again and secured him a General Discharge, allowing him to retain Veteran Affairs benefits.

I was about six months pregnant when he was discharged.

Without a job or a driver's license, he sat around the house while I worked and things went downhill fast. He was resentful toward the military and bitter about being in Kansas.

Pregnant and 800 miles away from my family in Michigan, I also felt stuck. I walked on eggshells with him. My tone of voice, facial expressions —

anything could set him off and I was always on alert for signs I'd triggered his rage.

Eventually, he convinced me his behavior stemmed from feelings of inadequacy and failure. He said he wanted the chance to start over with a clean slate and finish his degree at the Texas university he'd attended before joining the Army. If we moved right after our daughter was born, he said he'd immediately get his license back, could start spring semester classes and finish his undergraduate degree within a year and a half. The silver lining to his pitch was that after he graduated, we'd move to Michigan to be near my family.

Eight weeks after I gave birth, I left my job at Fort Riley and we moved to San Antonio with our newborn daughter.

I began working as an Air Force Civil Engineer Center contractor in July 2013, just a few months after moving to Texas.

I told people we'd moved to San Antonio so my husband, who'd recently separated from the Army, could finish the degree he'd begun before enlisting. That was a half-truth because I was too ashamed to tell anyone the full story.

No safe exit

We were there less than two weeks when, after a night of his heavy drinking and verbal abuse, I packed a bag and tried to leave. He slammed my head against the wall and choked me while I held my daughter in her car seat. I remember my vision fading, the sound of a lamp hitting the ground and being afraid that my newborn would be hurt if I dropped her or fell on her if I lost consciousness.

It still scares me to think about what may have happened that night if it hadn't been for my German Shepherd, Kodiak. There was a lot of snarling and yelling, and then suddenly I could breathe. Kodiak had bit his arm and



COURTESY GRAPHIC

brought him to the ground. He threatened to have Kodiak euthanized if I called the police.

Too often people will hear stories of domestic violence and say, "If that was me I would just"

I want people to know that's not helpful. Until you're in that situation and feel the weight of every potential consequence, you can't begin to imagine what you'd do. I recognize my privilege played a key part in my ability to eventually escape my abuser. I am educated, I am financially independent and I have a strong support network, but it still took nearly four years.

What does that say for women who are financially and/or emotionally dependent on their abusers?

At AFCEC, no one had a clue what my home life was like when I left the office each day. I didn't want them to know because work was my escape. In the office, I had a support network that kept me going. Every day I walked through the doors of Building 1, the AFCEC team built me up, restored my self-confidence and self-worth, and granted me opportunities to grow as a consultant and a professional in my career field.

In 2014, he swore off drinking after he lost control at a wedding and shoved me. He said he didn't like the way people looked at him like he was a bad guy. I told him if he continued drinking it would be a matter of time before something bad happened and he wasn't going to get off easy a third time. I was

only half right.

Second DUI, another second chance

In 2015 he got another DUI and I really thought he would be charged. I was banking on it when, instead of immediately posting his bail, I went to file for emergency custody. But that's not what happened. Instead, his veteran status granted him admission to Veteran Treatment Court. Another opportunity to avoid charges if he completed the program.

While the VTC is a valuable hybrid drug and mental health court program that serves veterans struggling with addiction, serious mental illness and/or other disorders, in my case it enabled my abuser to continue abusing me while he navigated program requirements in pursuit of another clean slate.

Because I'd broken his trust by trying to leave, his promise to move to Michigan after graduation was no longer on the table. He also retained an attorney and had papers drawn up to keep me in the state. Instead of serving me, he said that if I left the state with our daughter I'd be hauled back to Texas for legal proceedings. Since he was a veteran who technically didn't have a record and was in good standing with the VTC, it was unlikely a court would elect to grant anything other than shared custody.

I went to three different lawyers to confirm that scenario. I couldn't leave our young daughter alone in his custody, it wasn't safe. I begged him to give me another chance and told him I wouldn't betray him again.

In 2016, his erratic behavior worsened and he began losing touch with reality. He would stay up for days without sleep and was suspicious of everything I said and did.

One day in desperation, I called the VTC from my car in tears and begged them not to tell my husband I called. I needed them to know he wasn't in the

ABUSE continues on 14

59th MDW: Medical readiness training through the pandemic

By Staff Sgt.
Amanda Stanford
59TH MEDICAL WING PUBLIC AFFAIRS

The 59th Medical Readiness Training Center continues to provide the highest level of training for medics across the Air Force Medical Service prior to deployment as well as ensuring skills remain current.

MRTC offers five full-spectrum medical readiness training courses for all levels of medical knowledge, from brand-new AFMS Airmen to experienced surgeons.

While the COVID-19 pandemic may have slowed the MRTC mission, instructors found a safe way to continue training.

"Maintaining a safe and healthy environment for ourselves and our members has always been a top priority," said Tech. Sgt. Edwin Origel, Patient Decontamination Course supervisor. "We took a small pause in providing courses while we developed a plan to successfully carry out our mission. After careful and deliberate consideration, courses were put back online with certain limitations. Keeping our medics ready remains an uncompromisable priority."

One of the courses offered at the MRTC is the Patient Decontamination Course which teaches and refreshes Air Force medics on technical decontamination procedures in case of a chemical, biological, radiological or nuclear incident.

"Our DECON training is vital to the Air Force mission," Origel said. "Our medics are the best in their functional areas of work, and



Patient Decontamination Course students practice proper DECON techniques during training at the 59th Medical Readiness Training Center at Joint Base San Antonio-Camp Bullis Sept. 1.

PHOTOS BY STAFF SGT. AMANDA STANFORD

DECON is an additional training that a small number of members are privileged to perform. When a DECON team stands up, they play a vital role in keeping the medical treatment facilities free of possible contamination."

Prior to the pandemic, the course was offered once per quarter, but the team saw a need and an opportunity and took it.

"With a higher demand of members needing this specialized training coupled with many COVID-19-imposed restrictions, we saw a chance to be innovative and took it," Origel said. "With travel

restrictions across the AFMS, we capitalized on training our very own medics here at the 59th Medical Wing. This allowed us to continue our minimum output of students while conducting an additional course."

The DECON course instructors have been vital in saving lives by continuing to train and equip AF medics with necessary skills for deployment and contingency operations.

"Without DECON teams, medical professionals are at a higher risk for injury," Origel said. "We need our medics at their best to return our warriors back to the fight!"

"With a higher demand of members needing this specialized training coupled with many COVID-19-imposed restrictions, we saw a chance to be innovative and took it. With travel restrictions across the AFMS, we capitalized on training our very own medics here at the 59th Medical Wing."

Tech. Sgt. Edwin Origel,
Patient Decontamination
Course supervisor



Tech. Sgt. Kassandra Derlein, Patient Decontamination Course instructor, assists a student with donning personal protective equipment at the 59th Medical Readiness Training Center at Joint Base San Antonio-Camp Bullis Sept. 1.



STAFF SGT. CANDACE SMITH

Basic Flight Attendant Course Students from Class 21-008 stand with their instructors, Tech. Sgts. Autumn Murphy and Becca Rumsey, in front of a static VC-135E aircraft at Joint Base San Antonio-Lackland, Texas, Sept. 16.

Aim High: How USAF flight attendants earn their wings

By Staff Sgt. Candace Smith
3RD AUDIOVISUAL SQUADRON

You won't find them on a cargo or fighter plane, but flight attendants are important members of the aircrew aboard distinguished visitor aircraft. They start their journey at the 344th Training Squadron's Career Enlisted Aviator Center of Excellence at Joint Base San Antonio-Lackland.

Approximately 42 students become certified U.S. Air Force flight attendants every year through the Basic Flight Attendant course.

The BFA course is 25 academic days long, and is split into three blocks: general flight attendant knowledge, mission scenarios (culinary), and aircraft emergency procedures. Each class has a maximum of six students.

"It allows us as instructors to give the amount of attention that is needed for all

students," said Tech. Sgt. Becca Rumsey, BFA Course Student Instructor.

When learning outside the classroom, students receive hands-on training in a static Boeing VC-135E aircraft located outside the schoolhouse. The aircraft once flew military leaders and their guests around the world.

"Having this aircraft allows them to practice how they play," Rumsey said. "They can see and feel how it's going to be working on an aircraft."

In late August, the six students of class 21-008 were in their final block of training — aircraft emergency procedures or egress.

"This block is where they are learning their primary job which is getting the passengers off the plane safely," said Tech. Sgt. Autumn Murphy, Section Chief and BFA Course Instructor.

During the egress training,

all six students took turns running through the procedures for both planned and unplanned evacuations. Rumsey acted as the pilot or aircraft commander during the practice. During the planned evacuations, she provided specific instructions to students. Unplanned evacuations started with a loud "BRACE, BRACE, BRACE" command from Rumsey.

Most students cross-train from other Air Force career fields. Class 21-008 was an equal mix of NCOs and Airmen.

"Recently we've started taking Airmen straight out of Basic Military Training," Rumsey said. "It's been an adjustment; we've had to fill those NCO roles of mentoring as well as teaching."

"This is their second stop on their journey to becoming a certified flight attendant," Murphy said. "Before this

course, they were in Air Crew Fundamentals, which is nine days long."

The fundamentals course is also offered at the 344th TRS.

"The first block is all about the flight attendant's mission. We brief them on the different aircraft, crew positions and bases they could be stationed at," Rumsey said.

During the mission scenarios or culinary block, students learn how to plan, prep, cook and create their own meal plans. The students' meal plans must include a boarding drink, salad, soup, main entrée, and dessert.

They also learn the importance of food storage, food safety, and how to work with food allergies among passengers.

"We take the students to shop for the meals that they plan," Rumsey said. "As flight attendants, we'll plan and shop for our meals. We make everything from scratch, so

everything we serve is fresh."

"We also instruct them on how to interact with passengers," Murphy said. "They have to remember that they're the flight attendant and it's their job to keep the passengers safe."

After completing BFA, students attend Survival Evasion Resistance and Escape courses at Fairchild AFB, Washington. Once they complete SERE, they will receive additional training at their duty station.

"We're face-to-face with the world's leaders," Rumsey said.

"It's the hardest job I've ever had but definitely the most rewarding," Murphy said.

All six students in Class 21-008 passed the BFA course and are on their way to becoming fully qualified flight attendants in the Air Force.

"I'm just so happy with how far they've come," Rumsey said.

San Antonio Market expands Pfizer booster vaccine availability

By 59th Medical Wing Public Affairs

The Joint Base San Antonio-Fort Sam Houston COVID-19 Vaccination Site and Wilford Hall Ambulatory Surgical Center are offering the booster shot for Pfizer recipients according to CDC recommendations starting Oct. 7. For information on JBSA vaccination sites, hours of operation and appointments, visit <https://www.jbsa.mil/coronavirus>.

The CDC recommends that the following groups SHOULD receive a booster shot of Pfizer COVID-19 Vaccine at least 6 months after completing their Pfizer-primary series (i.e., the first two doses of a COVID-19 vaccine):

A single booster dose of the Pfizer vaccine at least 6 months after a two-dose primary series of the Pfizer vaccine:

- ▶▶ Should be given to persons aged ≥ 65 years and long-term care facility residents aged ≥ 18 years.
- ▶▶ Should be given to persons aged 50-64 years with underlying medical conditions.**

The CDC also recommends that the following groups MAY receive a booster shot of Pfizer-BioNTech's COVID-19 Vaccine at least six months after completing their Pfizer primary series,

based on their individual benefits and risks:

- ▶▶ People ages 18-49 years with underlying medical conditions,** based on an assessment of their individual benefits and risks.
- ▶▶ People ages 18-64 years who are at increased risk for COVID-19 exposure and transmission because of occupational (e.g., health care workers, teachers, day care staff, and grocery workers) or institutional (e.g., homeless shelters and correctional facilities) settings based on an assessment of their individual benefits and risks.

*(** Underlying medical conditions include cancer; cardiovascular, cerebrovascular, chronic kidney, or chronic obstructive pulmonary disease; diabetes mellitus type 1 or 2; obesity (BMI ≥ 30); pregnancy and recent pregnancy; and smoking (a history of or currently). For questions regarding medical conditions, please consult with your PCM team.)*

Only those that meet the booster recommendations and have received the Pfizer vaccine are authorized a booster with Pfizer. No booster is authorized at this time for those who completed their primary series with Moderna or Johnson & Johnson. Only those who meet the booster recommendations and received Pfizer vaccines are authorized a booster at JBSA sites.

Please keep in mind that this is the first group

of people eligible. The FDA and CDC will continue to evaluate data over the coming weeks and make determinations for additional populations going forward, including people who received the Moderna and Johnson & Johnson vaccinations. For more information on the booster shot, visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>.

As a reminder, the San Antonio Market is currently offering an additional dose of the Pfizer-BioNTech COVID-19 vaccine for immunocompromised beneficiaries and immunocompromised staff members at the vaccination site at the main post JBSA-Fort Sam Houston.

For CDC additional dose criteria, please visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/immuno.html> <<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/immuno.html>> .

If you have additional questions or feel you meet the criteria, but your condition is not listed, please contact your provider team. Beneficiaries can make a same-day appointment on TRICARE Online or by calling the appointment line at 210-916-9900.

ABUSE

From page 9

right state of mind and I didn't feel safe. I wanted them to assess him. They told me he was meeting all program requirements and they couldn't do anything for me and to call the police. The police said they couldn't do anything because a crime hadn't been committed and referred me to a women's shelter.

I wiped away my tears, freshened my makeup and went back to work.

Probation violations

A few weeks later after failing a random drug test, he wanted me to go to the hearing to voice my support in front of the judge and say I thought the mouthwash he was using caused a false positive. If I didn't support him, he said he'd never reconsider moving to Michigan.

At the hearing, I stayed silent when the judge confronted him. He got lucky though and wasn't kicked out of the program. He didn't consider himself lucky and yelled at me in the courthouse lobby. One of the Bexar County probation officers witnessed his verbal attack and called us into her

office. She served in the Marines before becoming a probation officer, and that moment landed him on her radar.

He pulled out all the stops in front of the PO. He told her how much stress he was under, he appealed to their shared military service, he blamed the miscarriage I had a few months earlier for plummeting him into depression. He cried.

She stared at both of us for a few moments before she looked at him and said, "I see right through you."

The drive home was bad. The officer's words infuriated him, and he was mad at me "for pretending to be a victim" and pitting a PO against him. I had the officer's card in my pocket. She'd handed it to me as we were leaving, and I didn't want him to see me put it in my purse.

I didn't see her card as a lifeline — there wasn't anything she could do for me because there was no way I was leaving without sole custody of my daughter. But, it was my first sign of hope. The first time someone saw right through him and saw me. The first time my safety and wellbeing were more important than preserving his career and a clean slate.

About this time, I approached my leadership and asked to be considered

for a remote position once my current contract expired. I said, for personal reasons, I needed the ability to move back home to Michigan quickly if the opportunity presented itself. They agreed.

Light at the end of the tunnel

One month later, he failed another drug test and was sent to jail. He called me to post his bail, but I called the probation officer instead. She couldn't give me much information, but she said she would speak to the judge personally and recommend his probation be rescinded. She told the judge my story and asked him to consider the impacts on me and my daughter if he was released. I did not post his bail.

Between his time in jail awaiting his hearing and the four-month, in-patient treatment he was ordered to complete, I was able to move back home to Michigan and meet the six-month residency requirement a week before his release. I served him divorce papers and was granted sole custody of our daughter.

Today, I live in Michigan with my daughter, who now shares my maiden name, and I still work for my clients at the Air Force Installation and Mission Support Center. My first two years back home I had constant nightmares. In the benign ones, he would show up at my house threatening to fight for custody. But more often, my dreams revolved around him attacking me and my daughter, with me being too injured to pull myself to where she lay dying. My fear and anxiety were incapacitating at times. But thanks to therapy and a new hobby, submission grappling, I've learned to manage my fears and not let them run my life, but it never completely goes away.

In May 2021, the U.S. Government Accountability Office released a Domestic Abuse report to Congress. The report documented perspectives from military-affiliated domestic abuse survivors.

Among the top barriers to reporting abuse: financial dependence, fear of not being believed, impact on the abuser's career and fear of retaliation. For those who reported the abuse to commanders, 36% perceived no action was taken and only 5% notified FAP.

The Department of Defense is raising awareness on this important issue with a multi-service campaign that includes links to resources and support programs, like the Family Advocacy Program. While these are vital resources, the chain of command is the first, and sometimes most powerful, line of defense.

Post-Traumatic Stress, substance abuse and domestic violence often go hand-in-hand. I know military leaders face difficult challenges, and I won't pretend I have all the answers, but there are two things that I believe would move the needle in the right direction:

- Prioritize domestic abuse training for everyone in leadership positions. Ensure leaders are aware of their key responsibilities for domestic abuse prevention and response and can safely connect victims to available resources.
- Always see beyond the service member. While commanders have a duty to take care of their service members, it shouldn't be at someone else's expense.

Yes, domestic violence accusations CAN pose a threat to someone's career, but domestic violence DOES pose a threat to someone's life. Never lose sight of which is more important.

Alamo Wing hosts civic leader flight

By Senior Airman
Brittany Wich

433RD AIRLIFT WING PUBLIC AFFAIRS

Seventeen Greater San Antonio area civic leaders participated in a C-5M Super Galaxy familiarization flight at Joint Base San Antonio-Lackland Oct. 2.

The tour began with a briefing from Col. James C. "JC" Miller, 433rd Operations Group commander, about the Alamo Wing and the C-5M. The flight included an in-flight refueling demonstration over Texas with a KC-135R Stratotanker assigned to the 507th Air Refueling Wing, Tinker Air Force Base, Oklahoma.

Chuck Toudouze, a San Antonio area ranch owner/manager, observed the in-flight refueling demonstration.

"We really enjoyed being around the military," Toudouze said. "The air refueling from the flight deck, right behind the pilots was an experience that very few people probably ever get to witness, so I feel very fortunate."

The Air Force civic leader program builds connections and bridges the gap between the military and the local community. For example, the 433 AW's Honorary Commander Program assigns civic and local business leaders to 433rd AW senior leaders for up to two years, inviting local civilians to see the military's missions. This facilitates the growth of trust and a deeper understanding of the symbiotic relationship between the military unit and the community.

The support for the military is strong in Military City, USA.

"We have, at least in my community, a great admiration for the men and women who serve; Reserve and active," said Kirsten Cohoon, District Judge, 451st



PHOTOS BY SENIOR AIRMAN BRITTANY WICH

Dave Hennessee, 433rd Airlift Wing honorary commander, prepares to board a C-5M Super Galaxy cargo aircraft along with 16 other Greater San Antonio area civic leaders at Joint Base San Antonio-Lackland Oct. 2.

District Court in Kendall County. "But I don't think that there is a lot of knowledge out there about what members of the military do and I think that this is a really great opportunity to teach people what it is that they do."

Another attendee echoed the need for the outreach programs.

"I think there is a little bit of separation between what the public thinks they know about the military and what the military is really about," said Goldie Boone, senior research biomedical engineer with the U.S. Air Force at JBSA-Fort Sam Houston. "So, I think programs like this do help to give the public a better picture of what the military is all about; it's full of ordinary people serving their country in extraordinary ways."

"We have, at least in my community, a great admiration for the men and women who serve; Reserve and active. But I don't think that there is a lot of knowledge out there about what members of the military do and I think that this is a really great opportunity to teach people what it is that they do."

Kirsten Cohoon, District Judge, 451st District Court in Kendall County



Col. James C. "JC" Miller, 433rd Operations Group commander, mentors a junior pilot (out of frame) during a civic leader local flight over Texas in a C-5M Super Galaxy cargo aircraft Oct. 2.

RANDOLPH

CRAFT program helps optimize pilot training

By Olivia Mendoza Sencalar

502ND AIR BASE WING PUBLIC AFFAIRS

The Nineteenth Air Force trains students to become aircrew capable of flying every airframe in the Air Force inventory, as well as warfighters assigned to Nineteenth Air Force components, as they prepare to deploy for combat operations.

“While the latest generation of aircraft are unquestionably technological marvels, the decisive advantage has always been, and remains, the human,” said Maj. Heather Tevebaugh, 12th Operations Support Squadron.

The Numbered Air Force’s aircrews are versatile, lethal weapon systems, but unfortunately, the deliberate investment in human performance can sometimes lag when compared to aircraft and weapons,” said Maj. Carolyn Price Moore, Nineteenth Air Force.

To address this shortfall, Nineteenth Air Force is developing the Comprehensive Readiness for Aircrew Flying Training, or CRAFT, program.

Nineteenth Air Force is in the process of developing functional training centers across the Undergraduate Flying Training enterprise designed to meet the unique physical and cognitive demands of Air Force aircrew. These facilities will incorporate job-specific conditioning, cutting-edge technology and easy access to pre-hab and rehabilitative physical therapy.

The CRAFT program’s objective is to address the chronic musculoskeletal pain experienced by the aircrew population, increased cognitive demands of modern flying operations, and the need for holistic resiliency.

The multiple domains of CRAFT — nutrition, strength and conditioning, and cognitive performance — function holistically to address these issues, working with UFT students and instructor pilots in groups and individual training sessions.



SENIOR AIRMAN MARCUS MADISON

Jeff Tietz (right), Comprehensive Readiness for Aircrew Flying Training strength and conditioning coach overlooks and motivates a group of undergraduate flying training students during circuit drills at Joint Base San Antonio-Randolph.

The CRAFT personnel consists of cognitive performance specialists, a performance dietitian, as well as strength and conditioning coaches.

The UFT students and instructor pilots will have the opportunity to have a body composition assessment. A performance nutritionist will measure body composition, including body fat percentage, lean body mass, fat mass, visceral fat level and total body water analysis. Students will also have a chance to discuss short-term goals, long-term goals and develop meal plans during one-on-one counseling sessions.

“We are here to help the students make better decisions,” said Dwight Allison, CRAFT performance dietitian. “It benefits them, in the long run, to have a healthier lifestyle once they complete the program.”

The Cognitive Performance specialists provide classroom training, activity-based training in conjunction with physical training,

and one-on-one sessions, enhancing students’ learning speed, improving recall, building their ability to learn from and maintain composure following failures, and improving cognitive performance. This training is intended to help strengthen the students’ control over their attention and build perceptual abilities.

The specialists also provide training and coaching to instructor pilots for the purpose of making them more effective coaches to students.

The strength and conditioning coaches discuss and develop specific programs designed to meet the demands of the airframe while also meeting the goals of the pilot.

The programs are intended to help the pilots improve strength, stamina, power and overall health.

“The best thing about this is program is that we have a professional building a specific program tailored to all individual needs based on assessment, testing

and mission,” said 1st Lt. Thomas Osheka, 560th Flying Training Squadron pilot training instructor. “The strength and conditioning coaches are there to help people through the program and teach them how to be fundamentally sound, rather than just sending a generic workout. They create a holistic program that highlights deficiencies and works specifically on what we do in the cockpit.”

“Strength and conditioning is important for pilots because it allows them to substantially reduce chronic injuries and ailments over a career, combats G-force induced loss of consciousness, increases the effectiveness of the anti-G straining maneuver breathing and contraction, and reduces muscle fatigue during and after a flight,” said Jeff Tietz, CRAFT strength and conditioning coach.

“The CRAFT program provides a holistic array of resources to pilots, helping them to be more educated about domains that impact performance in their airframe and equipping them to engage in training and make choices that can enhance their performance throughout the pilot training pipeline and beyond,” said Dr. Tiz Arnold, CRAFT program manager. “From learning more effective study strategies to honing their ability to control their focus to making nutritional choices that better fuel their bodies, to learning to train their bodies smartly, and strategies to recover from physical exertion, the CRAFT program helps current and future pilots to become successful.”

“I really do enjoy the physical training, along with the mental activities to help my performance when flying,” said 1st Lt. Analise Howard, 435th Flight Training Squadron.

Currently underway, the CRAFT program is being incorporated into the remotely piloted aircraft and basic sensor operator courses, as well as the pilot instructor training pipeline.

Air Force undersecretary gets firsthand look at AETC's values-based approach to foundational readiness

By Capt. Allison Kirk
AIR EDUCATION AND TRAINING
COMMAND PUBLIC AFFAIRS

Undersecretary of the Air Force Gina Ortiz Jones visited Joint Base San Antonio Oct. 1-4, seeing firsthand how Air Education and Training Command ingrains dignity and respect throughout the force, and how the command implements a values-based approach to training and readiness.

Jones served as an intelligence officer during her Air Force career and her professional experience spans more than 20 years across Latin America, the Middle East, Africa and the United States between positions in security cooperation, partner engagement, social-cultural analysis and economic security, all shaping her approach to the strategic role she fills now as the 27th Under Secretary.

Jones began her visit by spending time with Airmen, meeting with AETC leaders and an immersion with the Air Force Recruiting Service.

"People asked why I chose to visit recruiting as part of my first trip in this position," Jones told the AFRS team. "It's because you are the frontline of our force," emphasizing the vital role recruiters play in breaking barriers and reaching untapped potential to attract and access a diverse total force.

"We don't have the time or talent to waste," Jones added while commending the team for achieving service-wide recruiting goals across all three components (active duty, Guard and Reserve) for the first time in five years.

Afterward, Jones saw how AETC is transforming pilot training during a walkthrough of Undergraduate Pilot Training 2.5 at Det. 24, learning how the program incorporates immersive technology and new



SEAN M. WORRELL

Master Sgt. Jonathan Finn, 902nd Civil Engineering Squadron explosive ordnance disposal technician, shows the equipment used by EOD personnel to Undersecretary of the Air Force Gina Ortiz Jones during her visit to Joint Base San Antonio-Randolph Oct. 1.

learning methods to achieve student proficiency.

"I'm really impressed at what is being done here to develop how the world's greatest pilots," said Jones, after speaking with student pilots and learning how the scalable program removes barriers to pilot training by giving students early access to the curriculum and ensuring quality remains job one.

Jones also spent time with the Basic Military Training team at the 37th Training Wing, enjoying lunch with trainees, seeing how BMT accelerated

change through COVID-19 to keep the training pipeline open in order to help maintain the service's readiness and learning how a culture of excellence starts at BMT. She thanked military training instructors for their critical role in creating an environment of diversity and inclusion at the start of Airmen and Guardians' careers.

Following BMT, Jones visited Det. 23, where she received a demonstration on Technical Training Transformation. The T3 team showcased their work developing courses that feature updated technology,

research-driven methodologies, and an adaptive, student-centered approach to learning and 24/7 access to educational content, all of which allow Airmen to progress at the speed of learning.

Jones also visited the 59th Medical Wing and observed the COVID-19 vaccination process, highlighting how JBSA is on the path to complete mandatory COVID-19 vaccinations.

Focused on care for Airmen and Guardians, throughout the trip Jones met with advocacy

"Today's challenges won't be solely solved with policy. How can we remove road-blocks and empower the work you're doing for our Airmen and Guardians, and their families, every day? In my mind, we can talk ops and people in the same sentence. AETC is the foundation of our force and I saw that throughout the week - from UPT 2.5 to visiting with the care team."

Undersecretary of the Air Force Gina Ortiz Jones

program leads from across the 502nd Air Base Wing, including leaders from family advocacy, chaplains, sexual assault prevention and response, women's healthcare, and the child development center.

"Today's challenges won't be solely solved with policy," said Jones, seeking honest perspectives from the operational level. "How can we remove roadblocks and empower the work you're doing for our Airmen and Guardians, and their families, every day?"

"In my mind, we can talk ops and people in the same sentence," Jones said. "AETC is the foundation of our force and I saw that throughout the week - from UPT 2.5 to visiting with the care team."