

88th Regional Support Command

Blue Devil

Semi-annual 2011



MUST READS!

- ✦ Yellow Ribbon Reintegration Program
- ✦ Strong Bonds
- ✦ Customer Focus Workshop
- ✦ Army Strong Community Center Opens
- ✦ Employer Partnership Signing

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88th Regional Support Command

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COVER The Bands of the 88th Regional Support Command march in the Chicago St. Patrick's Day Parade Mar. 13. Nearly 180 band members performed for a crowd of thousands.

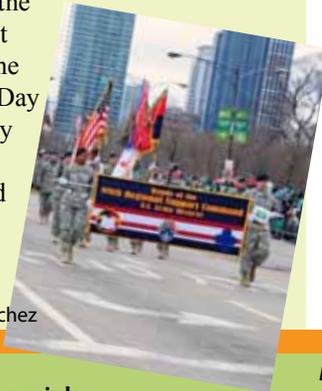


Photo by SFC Osvaldo Sanchez

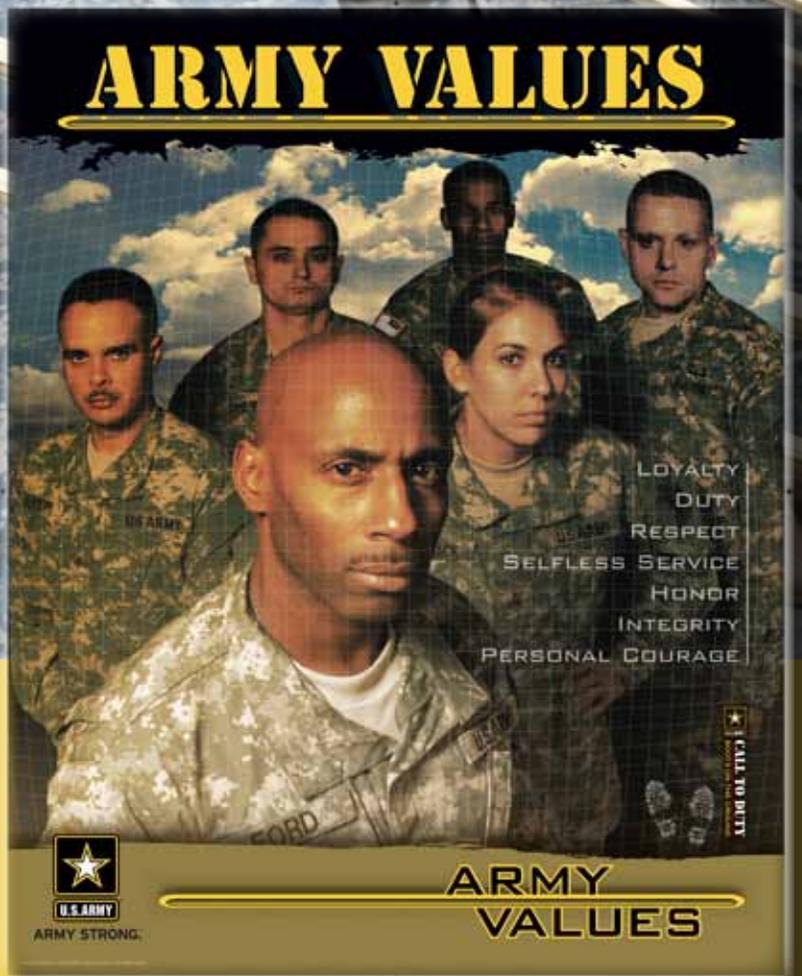
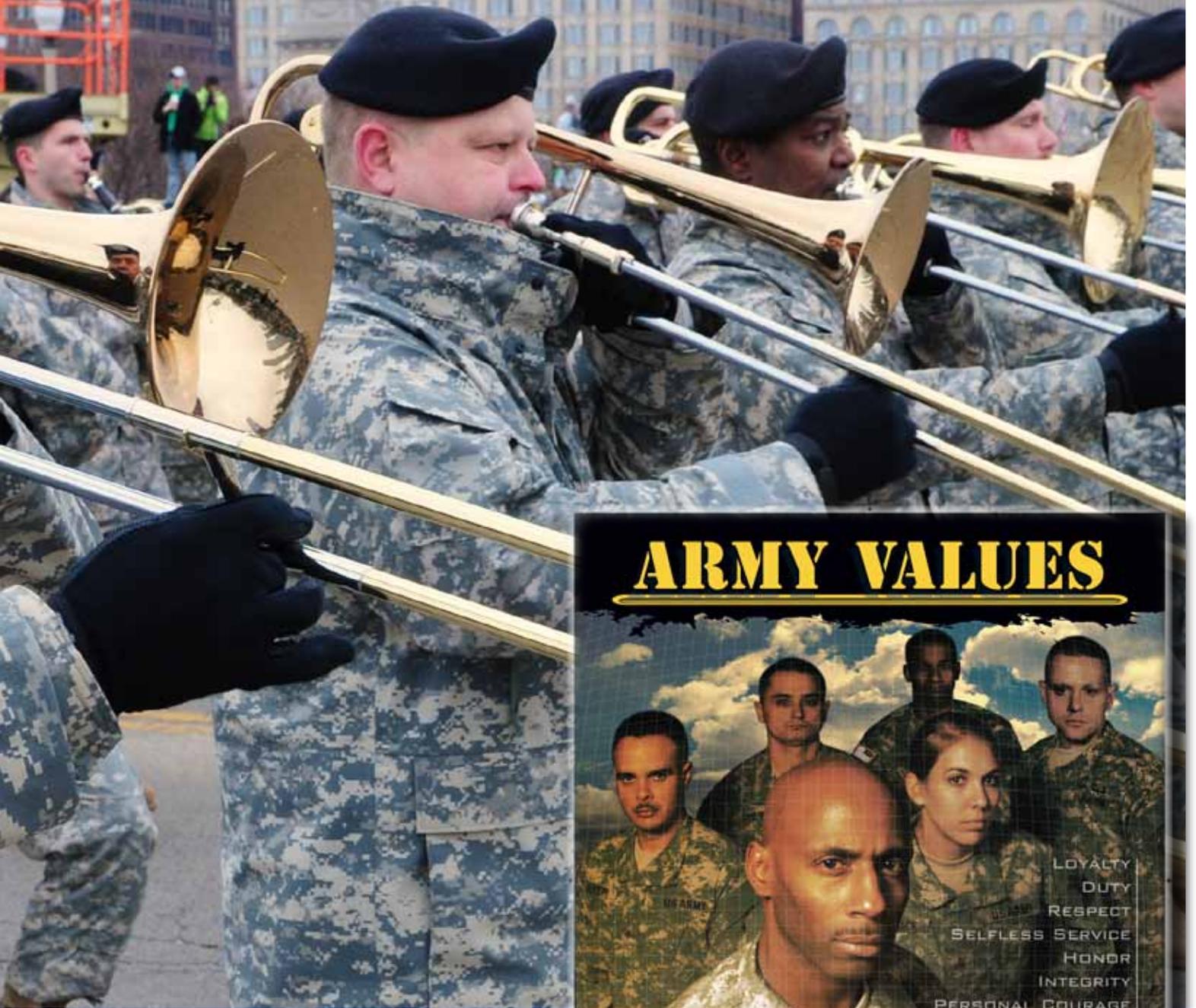
COMMANDER
Maj. Gen. Glenn J. Lesniak
DEPUTY COMMANDER
Brig. Gen. Alton G. Berry
CHIEF OF STAFF
Ms. Rosemary G. Denman
COMMAND SERGEANT MAJOR
Command Sgt. Maj. Michael Koszuta
PUBLIC AFFAIRS OFFICER
Lt. Col. Paula Z. Jones
PUBLIC AFFAIRS NCO/EDITOR
Sgt. 1st Class Osvaldo P. Sanchez
PUBLIC AFFAIRS SPECIALIST
Mr. Darrin McDufford

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Submissions: Blue Devil invites articles, story ideas, photographs and other material of interest to members of the 88th Regional Support Command. Contributions can be sent to: Editor, Blue Devil, 88th Regional Support Command, 60 S. O St., Fort McCoy, Wis., 54656. Phone: (608) 388-0550 Email: darrin.mcdufford@usar.army.mil. All articles must be submitted electronically, on CD or by email. Please indicate if items need to be returned.



THE BANDS OF THE 88TH RSC



The Army Values

Many people know what the words Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage mean.

But how often do you see someone actually live up to them?

Soldiers learn these values in detail during Basic Combat Training. From then on, they live them every day in everything they do.

In short, the Seven Core Army Values are what being a Soldier is all about.

Commander

BEST-IN-CLASS SERVICE

The 88th Regional Support Command continues their pursuit of performance excellence as we focus on the needs of our customers. We are extremely proud of winning the USAR Army Community of Excellence competition for this year. This program provides us with the foundations of customer support and this accomplishment is a great credit to the quality of employees and Soldiers of the 88th RSC.

The staff continues to take great pride in our Yellow Ribbon and Strong Bonds programs. Our bands continue to provide excellent world class support across the region. The highlight of the past six months was the performance of all six bands in the Chicago St Patrick's Day Parade.

The Directorate of Public Works has been intently focused on the Base Realignment and Closure (BRAC) reconstruction program. We will be completing the remaining 20 projects this fiscal year. The Directorate of Logistics continues to win performance awards for their high quality service. They have brought new equipment fielding to a new level of efficiency that directly benefits our customers.

The staff continues to support major training exercises at Fort McCoy and we all take pride in supporting the U. S. Army Reserve Command (USARC) Best Warrior competition.

The 88th Army Reserve Ambassador corps is very proactively engaged across the

region. They attend numerous unit events, Yellow Ribbon sessions, are engaged in the Employer Partnership program and are continually engaged with our government representatives.

New initiatives for this year include fielding the new General Fund Enterprise System (GFEBS) financial system in April, taking the lead with the RSCs and U. S. Army Reserve installations to realign the Installation Status Report's metrics with how the Army Reserve operates. We are anxiously awaiting the go ahead from USARC to implement the Soldier Readiness Processing Centers across the region. Our plan calls for a phased implementation over a six month period.

The 88th DOL team at Fort Leonard Wood continues to work hard to sustain operations and we are pressing forward to rebuild the Equipment Concentration Site after the tornado damage occurred in January.

In August, we hosted the first electronic senior noncommissioned officer promotion board. We will expand our physical security inspection and initiative management team this fall to help close the gap on physical security discrepancies.

Our Surgeon's office and the DHR are working hard to turn the corner on pending profiles. We have made progress over the past three months.

Our quarterly customer focus conference calls will be held in August.



Maj. Gen. Glenn J. Lesniak
Commander
88th Regional Support Command

We welcome Brig. Gen. Alton Berry as the new deputy commanding general and bid farewell to Brig. Gen. Frank Cipolla, the premier Nittany Lions fan.

Berry will take the lead on an initiative to link the 88th RSC much more closely with the Operational/Functional and Training commands in regard to Unit Status Report readiness. We will work a pilot program with the 310th Expeditionary Sustainment Command. We will keep you informed on the progress of this significant effort.

We are here to provide the 55,000 Army Reserve Soldiers in the Northwest Region with Best-in-Class customer service. We take great pride in this mission and look forward to the pursuit of performance excellence and continuous improvement for you.



Command Sergeant Major

It is my privilege to address you as the Command Sergeant Major of the 88th Regional Support Command. I am CSM Michael Koszuta and it is a distinct honor to represent this command as the Senior Enlisted Advisor to Maj. Gen. Glenn Lesniak. The “Blue Devils” of the 88th RSC have an inspiring lineage dating back to World War I. It is my intent to provide the very best in Soldier care to the 55,000 Soldiers that we serve throughout our 19 state regional area. Those that went before us would have it no other way.

U. S. Army Reserve Command, Command Sgt. Maj. Michael Schultz, speaks of “Getting Back to Basics” on the United States Army Reserve website. I would like to speak to a few of his topics and then update you on some important changes.

First, we are a Nation at War. Since 9/11, 196,942 Army Reserve Soldiers have been activated and served their country with great honor and distinction. Those Soldiers have provided vital military capabilities enhanced by their civilian skills- “Twice the Citizen”.

Getting back to basics involves getting to know your Soldiers. Take that time to “take a knee” and understand where your Soldier is not only in their military career, but in the world outside of the Reserve Center. Getting to understand where someone came from often leads to a better understanding of how you can mentor them. Never forget that we “recruit” a Soldier, but we “retain” a Family.

The rigors of combat these past ten years have changed the way we look at physical training. The new Army Physical Readiness Training –TC3-22.20 has replaced the FM 21-20. It features resiliency training to sustain your physical fitness and make sure you pass the semi-annual physical fitness test.

The junior promotion boards have changed to eliminate the commanders’ and boards’ points. The commander will recommend and the board will validate with a GO/ NO GO. This change will not affect the promotion process as the awards, military education, civilian education and military training categories have been increased to better reflect the Soldier best qualified for promotion.

Self-Structured Development (SSD) - is the new Noncommissioned Officer

Education System template for the future. By FY 2013, a synchronized and sequential requirement mixing both structured self development and resident training will exist. The requirement will consist of an on-line course prior to attending the resident Warrior Leaders Course (WLC), Advance Leaders Course (ALC), Senior Leaders Course (SLC) and following completion of the Sergeants Major Academy (SMC).

The senior promotion boards will become automated in August of this year. The Soldier’s board packet will be received electronically at the Regional Support Command, eliminating the paperwork and simplifying the process. Within the next two years, the senior boards will be held once a year and a centralized listing will eliminate geographical boundaries.

Employee Partnership Initiative (EPI) - This is an exceptional value for America, making the Army Reserve a positive investment for our nation and for our future business leaders. We are recruiting not only Soldiers for America’s Army Reserve, but



employees for America’s industry at the same time. Conversely, those who come to us from the civilian sector, having acquired a set of skills they can transfer to a military specialty, are able to employ those civilian acquired skill sets on the battlefield.

As we continue to fight terrorism across the globe, we can sustain our force of Citizen Warriors, only if we are able to offer the employers of America compelling reasons to hire our Soldiers and support them when they must temporarily leave the workplace for a deployment or a training exercise.



Michael Koszuta
Command Sergeant Major, USAR
88th Regional Support Command

Partnering with employers helps strengthen the community, support Army Reserve Soldiers and their Families and supply employers with valuable and talented employees. Additionally, employers will benefit from the employment of men and women with Army values such as the unique brand of mental, physical and emotional strength, experience and proven leadership skills.

Army Strong Community Center (ASCC) – The 88th RSC, in conjunction with Army Family Programs, facilitated the opening of the ASCC at Clackamas Community College in Oregon City, Oregon. This was the first ASCC west of the Mississippi and the first located outside of an Army Reserve Center. Previously, centers were established in Rochester, N.Y., Coraopolis, Penn. and Brevard, N.C. The centers enhance the quality of life for geographically dispersed Servicemembers and their Families by identifying resources and matching existing community services with needed support in the communities where they reside.

The 88th Regional Support Command and I appreciate your service and thank you for everything you have sacrificed in defense of our great nation.

“Blue Devils”

Office of Inspector General:

Changes in the Inspector General Office

As we start the summer months, the 88th Regional Support Command Inspector General Office has undergone several changes since the last publication. First, is the retirement of MSG Daniel Holman. MSG Holman came from the 88th Regional Readiness Command IG Office at Fort Snelling to the 88th Regional Support Command IG Office at Fort McCoy, Wis. His career spanned 24+ distinguished years. With that, we welcome our newest civilian IG, Mr. Daniel Holman. Dan has decided to continue to provide first in class customer support to the personnel in the 88th RSC area of responsibility by taking a civilian position within the office. We welcome him back.

We also want to welcome Maj. Brian Kane to the IG Office. He is our new Detailed Inspector General and comes to us after serving as the Director of Plans and Training for the 88th RSC, where he worked for the past year. As an Army Reserve Soldier, he worked in the 88th RSC Internal Review Office. This is Maj. Kane's initial Active Guard Reserve tour. We welcome him.

Non-Judicial Punishment

In order to maintain good order and discipline, unit commanders may take punitive action in the form of Non-Judicial Punishment (NJP). While NJP is not IG appropriate because there are due process procedures built into the system, it is a common topic that brings Soldiers to the IG for assistance.

NJP is generally used for minor infractions and consists of three levels:

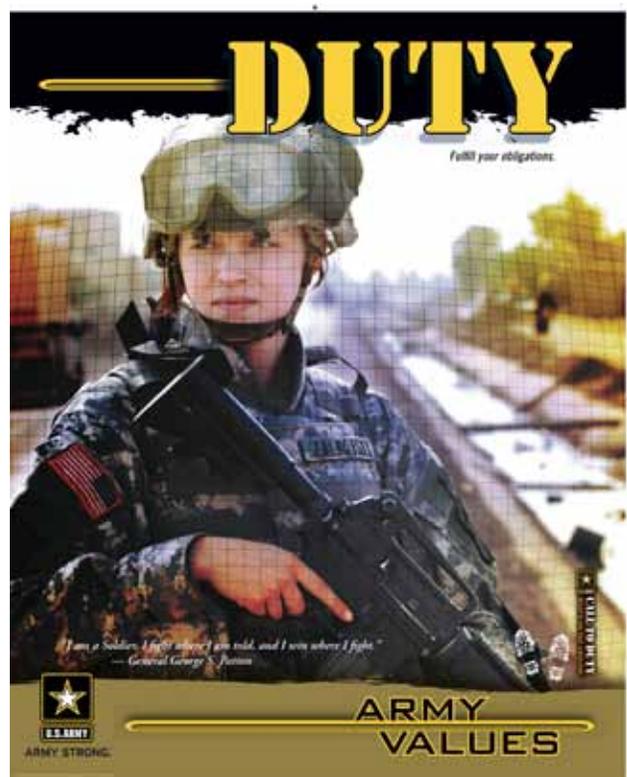
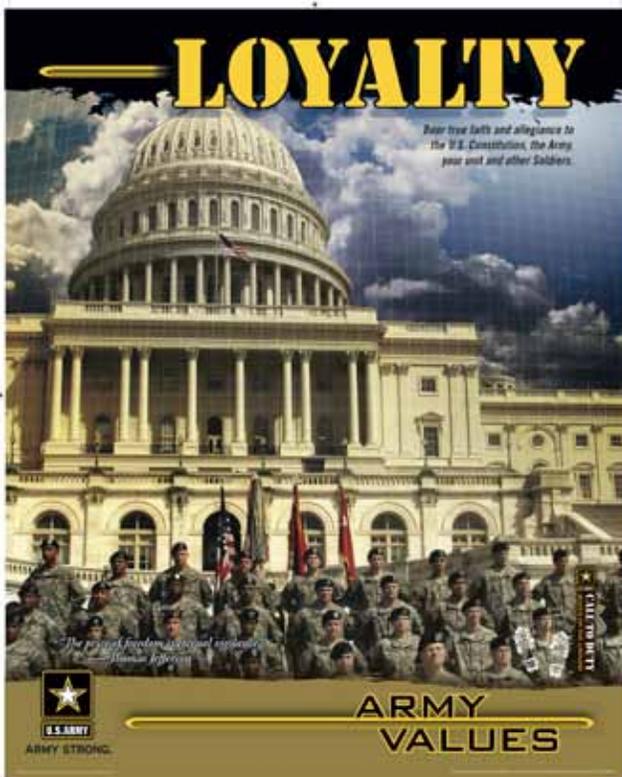
Summarized Article 15: Soldiers do not have the right to consult with trial defense. The maximum punishment is 14 days extra duty and 14 days restriction.

Company Grade Article 15: Soldiers have the right to consult with trial defense. The maximum punishment for E4s and below is loss of rank of one pay grade; extra duty and restriction of not more than 14 days, up to seven days pay; and verbal or written reprimand. Rank cannot be taken from Soldiers above E4-level, but all other options may be exercised.

Field Grade Article 15: Soldiers have the right to consult with trial defense. The maximum punishment for E4s and below is up to reduction to the lowest pay grade; extra duty and restrictions for 60 days; or combined with extra duty in which case both concurrently for 45 days; forfeiture of one half months pay for two months; and verbal or written reprimand. The maximum punishment for E5s and E6s is the same; with the exception of only being able to reduce one pay grade.

An Article 15 is conducted in two readings. The first reading notifies the Soldier of the offense. Afterward, the Soldier has 48 hours (maybe longer depending on the commander) to consult with trial defense. During the second reading, the Soldier has the opportunity to present evidence to defend the charges. The standard of proof in an Article 15 is the same as in a courts-martial: the commander must be convinced beyond a reasonable doubt that the Soldier is guilty of the offense.

If the procedures listed above are not properly followed, a Soldier may seek trial defense assistance or may contact their local IG.



Chaplain's Office: Strong Bonds builds readiness

WHAT ARE GENERAL ATTENDANCE RETREATS?

General Attendance Retreats are open to any and all reserve Soldiers and spouses in the 19 states covered by the 88th Regional Support Command.

WHAT ARE UNIT LED RETREATS?

Unit Led Retreats are hosted and led by a specific command. Soldiers from units inside that command are given priority during registration. Soldiers not from that specific command, who wish to attend that particular retreat, are put on a waiting list. Any open spots for that retreat are then given to the Soldiers on the waiting list.

SO WHAT DOES THIS MEAN FOR ME?

It means that your command may already have a retreat scheduled for your unit. Check with your unit chaplain for more information, or contact the 88th RSC **STRONG BONDS** team listed below.

SGT John Sanchez

88th RSC
Strong Bonds NCO

john.martin.sanchez@usar.army.mil

(608) 388-0554

CH (CPT) Rob Sunman

88th RSC
Family Life Ministries

robert.sunman@usar.army.mil

(608) 388-0340

THE ARMY STRONG BONDS PROGRAM

Soldiers and military couples are confronted with great challenges to their personal relationships. The ever present reality of stressful deployments and lengthy separation contributes to the mixed emotions often felt during reunion and reintegration. Conflict sometimes seems inevitable and problems impossible to overcome. **STRONG BONDS** has been designed to encourage a safe and relaxed environment where Soldiers and military couples can learn new skills that help prevent the disintegration of their most important relationships. **STRONG BONDS** unites fun programs with user-friendly, "battle-tested" methods that really work. The 88th RSC provides and funds lodging, meals, and travel ensuring a worry-free weekend for Soldiers and spouses to learn and enjoy.

STRONG BONDS FOR FAMILIES

From diapers and night feedings to recitals and soccer games, the responsibilities of child-rearing can be especially difficult for military Families. Daily routines can become overwhelming when Families are faced with long separations, relocations and deployment. This program features time for relaxation, recreation, fellowship and fun. Its intent is to teach skills through training and stressing ways to sustain healthy interactions and relationships.



MARRIAGE ENRICHMENT



This **STRONG BONDS** Marriage Weekend Getaway is designed specifically for the married Army couple. The goal is to strengthen the marital bond through marriage education, better communication and relationship enhancement. Soldiers and their spouses attend in a paid status and learn Prevention and Relationship Enhancement Program (PREP®) with other military couples. (Although these will be primarily unit based retreats, there will be many openings available if you are not in the unit.)

SINGLE LIFE ENRICHMENT



This **STRONG BONDS** Singles Getaway is called Premarital Interpersonal Choices and Knowledge (PICK). Focus on the skills of finding the best version of you. Single Soldiers learn decision-making, goal-setting and relationship-enhancement skills in a very interactive environment. (Although these will be primarily unit based retreats, there will be many openings available if you are not in the unit.)

Single Soldiers may face loneliness. The Single Life Enrichment looks to strengthen a Soldier's communication skills and prepares them to make good choices when choosing relationships. In these events, you'll gain practical and useful information when examining priorities, patterns in choosing relationships and the ability to evaluate a relationship's potential and success.

FY 2012 retreats are currently being scheduled. Over 70% of next year's retreats will be general attendance. Stay tuned to the next Blue Devil, the 88th Regional Support Command Facebook page, or the Strong Bonds web page (www.StrongBonds.org click "Find an Event") for a retreat near you.

Surgeon's Office:



New Staff to 88th Regional Support Command Surgeon's Office

The 88th Regional Support Command Surgeon's office at Fort McCoy recently had two key staff members assigned. MAJ John Evan (AGR) is the new Nurse Administrator and Mr. Jerry Nelson is the new Director of Psychological Health. Both began their new duties in June.

Director of Psychological Health

Mr. Jerry Nelson is the new 88th RSC Director of Psychological Health (DPH) replacing LTC Cynthia Rasmussen, who is retiring in September. He will continue to work closely with LTC Rasmussen prior to her retirement as well as with SGM Michael Orticari, Behavioral Health Specialist with the 88th RSC. Mr. Nelson has a Master's degree in Marriage and Family Therapy as well as experience in the medical field. He resides in La Crosse, WI.

The mission of the Army Reserve Psychological Health Program is to advocate and support Servicemembers and Families by promoting mental fitness and personal wellness for operational readiness. Our goals are to aid in the retention of experienced and qualified service men and women, integrate psychological fitness in daily life, reduce stigma associated with mental health and substance abuse, and decrease barriers to treatment, by facilitating access to resources.

Operationally, the DPH can provide individuals, supervisors, and commands with behavioral health consultation; direct face to face onsite counseling and consultation for the purpose of providing clinical assessment, counseling/problem solving, referral, or monitoring and follow up services. In addition, the DPH is available for staff assistance visits, supervisor/commander trainings and briefings (including health and wellness trainings), and to provide critical incident management services.

The Psychological Health Program at the 88th RSC is also developing a Commander's Behavioral Health Care Toolkit which will be available shortly. Mr. Nelson works at the 88th RSC Surgeon's Office at Fort McCoy and can be contacted at 608-461-0990.

Profiling Issues

One of the primary missions of the Surgeon's office is the administrative and clinical review (and approval) of permanent profiles. The 88th RSC Surgeon's office processes over 200 permanent profiles each month. Physical profiles can be generated in several ways. The primary source is after completion of the Periodic Health Assessment (PHA). Profiles can also be generated at a Military Treatment Facility (MTF) or by a military physician in the field. Profiles must be electronic, meaning they must be entered and approved in e-Profile to be valid.

Accurate physical profiling is a hot button issue in today's Army Reserve. Soldiers with a "3" in their PULHES are considered medically not ready. This means they cannot deploy, cannot attend Army schools (affecting promotion status), and may not be able to reenlist until they have gone through the medical boarding process.

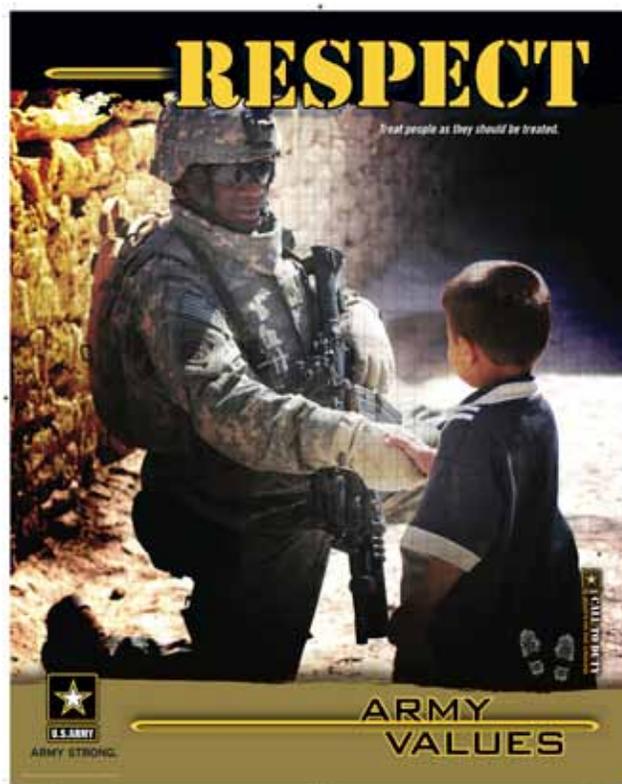
Inaccurate profiling may create an immediate and unneeded hardship for the Soldier. Below is a list of several causes of inaccurate profiling and what the individual unit can do about it:

Medical documentation. Failure to provide timely medical documentation from civilian medical providers is the single biggest cause of inaccurate profiling or delays in the medical boarding process. Units need to instruct Soldiers to bring medical documentation about all reported medical conditions to the PHA appointment (or group event.)

Knowledge of the profiling process. Commanders and unit personnel need to be aware of which Soldiers have profiles and the process for correcting inaccurate profiles. The newly developed CDR Profile Report in MEDPROS is a convenient method to track all unit profiles.

Knowledge of general medical readiness issues and resources. Army Reserve Soldiers are responsible for maintaining their own medical fitness. The Army Reserve will not pay to diagnose or treat medical conditions not incurred in the line of duty. Soldiers without medical insurance need to be aware of and encouraged to obtain the TRICARE Reserve Select insurance benefit to help maintain their medical fitness.

The 88th RSC Surgeon's office is available to assist units and commanders with all physical profiling and general medical readiness issues. We are available for staff assistance visits, if needed. Contact the Surgeon's office at 608-388-1958.



Internal Review:

What is Internal Review and What Can it do For You?

Many of our Soldiers and civilian employees are unfamiliar with the functions of the office of Internal Review (IR). Based on its name, the uninitiated may have the impression that it is some type of internal security apparatus akin to the KGB. Others may believe it to be a vaguely defined offshoot of the inspector general. In reality, the IR office is a special staff organization that provides the Commanding General with an independent, objective, and timely means of reviewing operations, policies, and procedures within the command.

The primary focus of the IR office is on internal controls and stewardship of resources. The principal regulations that govern internal review operations are: AR 11-2, Managers' Internal Control Program, 4 JAN 10; AR 11-7, Army Internal Review Program, 22 JUN 11; and AR 36-2, Audit Services in the Department of the Army, 19 SEP 07.

Internal controls should be an integral part of every organization's operations. They are the rules, procedures, techniques, and devices employed by managers to ensure that what should occur in their daily operations does occur on a continuing basis. Types of internal controls include the structure of the organization, recurring reports, physical devices such as locks and fences, and any other measures taken to provide a reasonable assurance that the mission is being accomplished to standard.

Resource Management Office

The Resource Management Community has changed to a new accounting system called General Fund Enterprise Business System (GFEBS). On April 1, the 88th RSC made that transition. The Army is transforming business processes in order to better inform decision making, better manage processes and better support the war fighters. This new accounting system replaces the current accounting system Standard Army Finance Information System (STANFINS) that basically does not interface with any of the stand alone systems that budgeters use. GFEBS will offer new capabilities and will change many processes, including funds distribution, funds management, asset and real property management, the spending chain (requisitions), reimbursement, financial reporting, budget formulation and cost management.

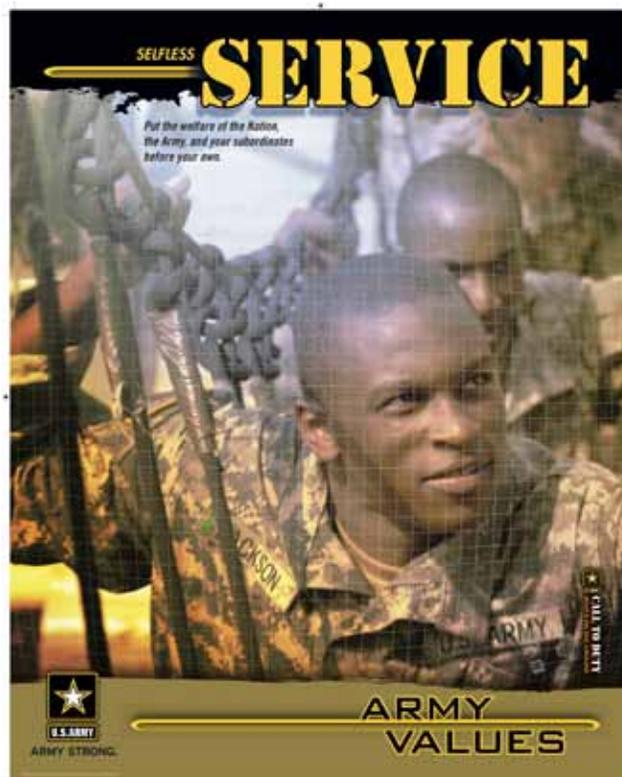
GFEBS is a web-based system that uses commercial off the shelf software with an operating system called System Application Software (SAP). It

will provide real time visibility of financial and accounting data from Department of the Army, Army Budget Office, Office Chief Army Reserve, United States Army Reserve Command, Regional Support Commands and finally to the Operational, Functional and Training Commands.

Prior to provisioning personnel into GFEBS each user was required to take a combination of 80 plus hours of training through Instructor Lead and Computer Based Training Programs. For the 88th RSC, we currently have 180 users in GFEBS, spread among 1558 separate roles, equating to \$26.5M dollars in funding. We are the Base Operations Command (Banker) for five Operational, Functional and Training Commands, consisting of 231 GFEBS users and 1271 separate roles equating to \$22M dollars. Many continuing and ongoing challenges face us for this new GFEBS Accounting System.

Notable examples of internal control failures include the U.S. Air Force's recent loss of surety over six nuclear weapons. August 30, 2007, a B-52 bomber was scheduled to transport 12 inert AGM-129 cruise missiles from Minot Air Force Base in North Dakota to Barksdale Air Force Base in Louisiana for decommissioning. There was a failure to follow established procedures and six of the missiles that were attached to the aircraft had nuclear warheads mounted on them. The aircrew and all air traffic controllers that directed the flight were not aware of the six warheads and the error was only discovered nine hours after the B-52 landed in Louisiana.

The 88th Reserve Support Command (RSC) does not store or transport cruise missiles, but it is responsible for large amounts of money and resources. The 88th RSC is also a relatively new organization that is still in the process of developing its rules, procedures and operational techniques. The Office of Internal Review can assist elements of the command, by ensuring proper internal controls are in place and utilized to conform with the law, prevent loss, and add value to our operations. Preventing problems before they occur, is one of the primary goals of the IR Office. We owe this duty to our chain of command, to the Soldiers we support, and to the taxpayers of the United States. Please feel free to contact our office for any internal review assistance or at (608) 388-0359 or jeanine.krenz@us.army.mil.



Safety Office:

Motorcycle Safety Courses Funding Available

I know you are thinking to yourselves, “Here we go again! Another Safety Guy harping on us about motorcycle safety. I’ve been riding a bike for umpteen years and never had an accident. But, think to yourself about some of those close calls”, be it with a vehicle, a slippery road or an animal that may have wandered in front of you, while you were riding. You may have escaped unharmed, THIS TIME!

A majority of the motorcycle fatalities are inexperienced riders, but no one is immune to accidents. If you learn only one thing from the Motorcycle Safety Foundation Course, it could be the one thing that saves your life.

Despite the fact it is required by regulation, you owe it to yourself, your Family, and your fellow Soldiers to get the proper training before riding a motorcycle.

OK, Mr. Safety Guy, I’m in the Army Reserve. The closest base is 300 miles away. So how am I supposed to get there? Since it’s mandatory training why do I have to pay for it?

“You don’t have to!”

U. S. Army Reserve Command has authorized the 88th Regional Support Command Safety Office to fund Motorcycle Safety Foundation (MSF) training for Soldiers at any approved MSF Rider Course location. We will fund the Basic Rider Course for all Soldiers and the Experienced Rider Course for any Soldier who has completed the Basic Rider Course. There is even a Sport Bike Rider course that’s offered now, and we can pay for that too!

Funding is limited to the course fees only. We cannot fund Reserve Personnel Appropriation costs. To find a course nearest to you, go to the Motorcycle Safety Foundation website <http://www.msf-usa.org/>. To get funding, simply fill out an SF 182 authorization

and have it approved by your supervisor, your Commander or Unit Administrator. For multiple Soldiers attending the same class complete one SF 182, and attach a listing of the Soldiers who will be attending.

Please include the location, date of class, phone number and point of contact of the course you wish to attend. We will pay for the class up front. Please note that we cannot reimburse you if you, pay for it. Return authorizations to Ms. Elisabeth Carey at elisabeth.carey@usar.army.mil.

Once you have completed the course, send Ms. Carey a copy of your course completion certificate (card) for our budgetary records. If you need further clarification please call Ms Carey at (608) 556-1708 (cell), DSN: 280-0556 or myself, Michael Curtis, (608) 388-0335, e-mail michael.curtis16@usar.army.mil.



Directorate of Plans and Training:

“Local Training Areas (LTA)”

Are you looking for opportunities to conduct “Field Training” near your Reserve Center? We are excited to inform you that we are making strides toward that becoming a reality for many units.

While the Directorate of Plans and Training does not have the large mission support role for Operational, Functional and Training Commands that many of the other 88th RSC Directorates have, part of DPT’s mission is to ‘provide direct training support for facilities and training areas.’ With this in view, the topic of Local Training Areas (LTA) along with the use of the Range Facility Management Support System (RFMSS) was the focus of the Customer Focus Workshop, DPT Breakout Session in April. For those who were able to attend, you may recall that one of the ‘due outs’ was to set up visibility of the use and capabilities of LTAs using RFMSS.

For those not familiar, RFMSS is a HQDA web-based, integrated system that provides commanders a tool to efficiently manage valuable training resources. While RFMSS was designed for range scheduling on installations, it can schedule other training enablers, (e.g. ranges, bivouac, land navigation, etc). This is where we are taking advantage of the system.

88th RSC representatives received training in May and began loading the specifics (‘enablers’) of each LTA into the RFMSS database. Each LTA has a ‘page’ where the enablers are shown along with the training calendar. Unit leaders can view

what opportunities are available, and the open dates to choose from at a particular LTA. It is rather obvious to conclude that this type of information is a force multiplier for unit commanders/leaders. With 17 different LTAs in the 88th AOR, this can have a significant and positive impact on training opportunities. While not all LTA enablers and ‘pages’ are completed, a significant number are. This is a work in progress. Nonetheless, many units and local law enforcement agencies are already taking advantage of LTAs. More details, instructions, and usage information will be disseminated in the near future.

We strongly encourage you to consider potential training opportunities; for it is by documented usage levels of LTAs that USARC will receive funds for upgrade/maintenance of LTAs. The RFMSS website is <https://rfmss.belvoir.army.mil>.

We have a survey set up to help give us visibility on your current and projected needs in relative to LTAs. We encourage you to fill out the survey: https://ice.disa.mil/index.cfm?fa=card&service_provider_id=121244&site_id=960&service_category_id=32.

There are many more details, but space in this article limits us going into as much detail, as desired. So, we encourage you to contact our POC, Adam Shultz at 608-388-0509, adam.p.shultz@usar.army.mil or RSC088DPT@us.army.mil, for more details and directions on how to schedule training on a LTA or on the use of RFMSS.

Directorate of Emergency Services:

The senior leadership of the Army has proclaimed August 2011 as the Army's Antiterrorism Awareness Month. This is of special significance as we approach the tenth anniversary of the 9/11 terrorist attacks on New York City and the Pentagon and with the recent killing of Osama Bin Laden. Enhancing our Soldiers', civilians', and Family members' understanding of the nature of terrorism and the potential for retaliatory terrorist attacks on Army installations, stand-alone facilities, and units is critical to our defense.

Efforts will focus on heightening awareness and vigilance to prevent potential acts of terrorism and to protect the community. By integrating antiterrorism doctrinal principles with constant antiterrorism awareness, the Army ensures the safety and security of its people (Soldiers, Department of the Army civilians, and Family members) while ensuring mission success.

Antiterrorism training, education and awareness support the entire Army community and are a critical part of the Army's overall protection. Army policy requires all Soldiers and federal civilian employees to take a web-based course to teach effective actions to reduce profiles. This course is called Level 1 Antiterrorism Training. Training can be completed at <https://atlevel1.dtic.mil/at>. This training is also mandatory for Family members travelling on official orders overseas and is available and highly recommended for Families residing in the U.S., who plan to travel overseas. The training offers details of personal protection and is fundamental in preventing terrorist attacks.

To help leverage every member of the Army community as a sensor to help identify and prevent potential terrorist acts, the Army has initiated the iWATCH program. The program aims to educate all members of the larger Army community about what to look for and what constitutes suspicious activity and to disseminate iWATCH materials to the Army community as widely as possible through multimedia means.

A simple report of a suspicious observation can lead to action that may stop a terrorist attack. Suspicious activities may include, but are not limited to:

- People drawing or measuring important buildings.
- Strangers asking questions about security procedures.
- Briefcases, suitcases, backpacks, or packages left behind.
- Vehicles left in no-parking zones in front of important buildings.
- Intruders in secure areas where they do not belong.
- Chemical smells or fumes that seem out of the ordinary for a location.
- People purchasing bomb- or weapons-making material.
- People asking questions about sensitive information, such as building blueprints, security plans and VIP travel.

Every person in the Army community can help keep your neighborhood safe by reporting suspicious activities to local law enforcement, or if on post, to the Military Police. All emergency situations should be reported to the nearest 911 dispatch center.

Army brings discussion groups behind the firewall

Story by Timothy Ryder

Through a new professional networking tool, the Army's technology community can now share ideas in discussion groups set behind its firewalled network.

The milSuite Web site at www.milsuite.mil is opening up safer avenues of communications among personnel.

"The milSuite application allows the professional 'DoD' community to share information amongst themselves that is only intended for the internal community," said Justin Filler, deputy director of the MilTech Solutions Office, an Army organization.

"People across the DoD can find professional working groups on various programs and efforts and join within seconds," Filler said. "(milSuite) not only connects people, it connects those people to military topics so that ideas and information are shared across the Armed Services."

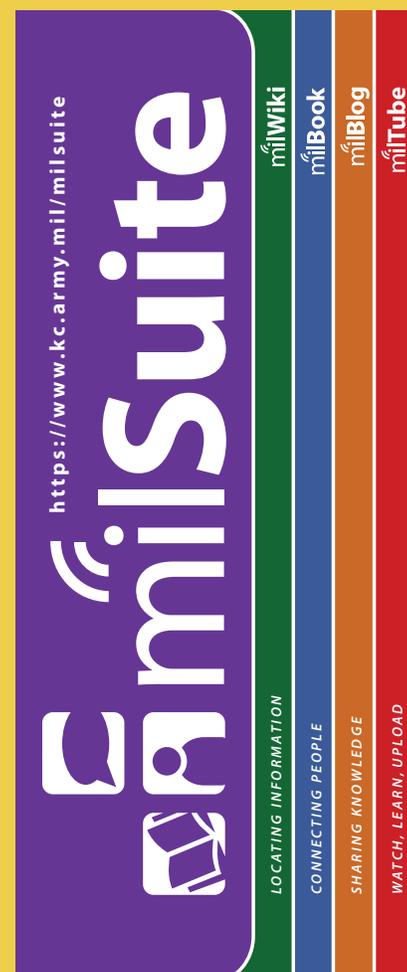
Presently, many of these discussions are held in e-mails, chats, wikis and blogs. However, milBook is the only tool in the department which can group these together.

Since its inception, more than a year ago, the Army's wiki or milWiki has surpassed more than 40,000 users, 10,000 pages, and 4,900 individual articles and is on target, as a pilot effort, to become a centralized point for updating Army field manual doctrine.

"The purpose of the portal is to incorporate insights and lessons-learned from Soldiers and officers, based upon recent experiences in theater; but the goal is to ensure tactics, techniques and procedures remain relevant," said Gen. Peter W. Chiarelli, vice chief of staff of the Army, during his final remarks at the LandWarNet Conference held in August in Fort Lauderdale, Fla.

"A Soldier redeployed from Afghanistan, for example, could access the website for site exploitation operations, make changes and add new material based on firsthand experiences in the country."

The third portion of milSuite, known as milBlog, allows users to share news, photos, ideas and insight in real-time, with the capability to comment on one another's feedback.





Soldiers and their Families participate in a group session during a Yellow Ribbon Reintegration Program event May 21 at the Hyatt Regency hotel in Denver. Sessions in the event are meant to help raise awareness about the kinds of issues and symptoms servicemembers and Families face after a deployment.

Yellow Ribbon Program reintegrates Reserve Soldiers, Families after deployment

Story and photos by Sgt. 1st Class Osvaldo P. Sanchez

Soldiers and their Families say it is difficult to understand and adjust to the changes after the servicemember returns from a deployment.

To reintegrate Army Reserve Soldiers and their Families, the 88th Regional Support Command conducted a Yellow Ribbon Reintegration Program event May 21-22 in Denver. After deployments, events are scheduled about 30 days after a Soldier comes home—the fifth of seven separate events. Guardsmen and Army Reserve Soldiers are required to participate in these events throughout their deployment cycle.

A deployment cycle consists of before, during and after deployment. So, the program was broken into seven events designed to focus on each part of the cycle. After deployment, many things may have changed with the Soldier and Family.

“(Yellow Ribbon Program) has helped me look for signs and symptoms if I thought he went through mental anguish when he was deployed,” said Meredith Grant, fiancé of Pfc. Thomas Kinne, a military policeman of the 377th Military Police Company based out of Cincinnati.

“Just to be aware what to look for and to help him with resources, if he needs it.” Grant said the event taught her new strategies for a

stronger relationship if Kinne needed to get deployed again.

Many participants said they appreciated the information on education and programs available to them.

Staff Sgt. William Yazzie, a native of Wells, Nev., and supply sergeant for Headquarters and Headquarters Company, 96th Sustainment Brigade, based out of Salt Lake City, said the program helped him pursue his educational goals.

“When I was separating from active duty, it was good to have everyone right here,” he said referring to the various educational institutions represented at the event. Yazzie also said that he and his wife submitted college applications in their pursuit to find institutions that fit their interests and goals.

During a session, three things were pointed out to participants; people grow and change, expectations are different, and experiences are different. The audience was told that understanding one another and having the right words to talk about changes and expectations would greatly help.

Sgt. 1st Class Robert Heston, the operations noncommissioned officer-in-charge of the 256th Combat Support Hospital out of Twinsburg, Ohio, came with his wife, Lisa, both natives of Pickerington, Ohio. Robert recently returned from his **(SEE PAGE 13)**

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fifth deployment in his career.

"I thought (the event) was informative," Robert said, referring to the sessions and the many offered programs and services. "We learned that (Veterans Affairs) has a lot of resources for mild-traumatic brain injuries, post-concussions, and post-traumatic brain disorder."

After a deployment to Iraq in 2007-08, Robert said, "I had a lot of issues with being hyper vigilant and just watching everything. And I think my wife kind of sees why now because she's around other people that have been exposed so she sees it's a normal reaction.

"I think it makes the communication better and makes us realize some things that we might be overlooking that might be minor but can build to something," Lisa Heston, Robert Heston's wife added.

Couples expressed their experience with their children who feel separation anxiety. The repercussions that follow have made children used to living without the deployed parent; thus, it can create difficulties in the change of roles and responsibilities. A child, also, may feel that the stay at home parent may leave them, too.

Yazzie spoke of how beneficial the training was because it let his children know how important they are, "To teach our kids how important their parents' mission was and have them a part of the team."

Military jargon is also a concern for many Families of Reserve Soldiers. Servicemembers use many acronyms on a daily basis but Families may be unfamiliar with them.

"Being an Army Reserve Soldier, you're not engaged full time with the military lingo and what's going on," Yazzi said. "This helps (my wife) understand everything a lot more as far as benefits, pay and entitlements. I think it's a very beneficial program for everybody and it should've been established a long time ago."

Lisa Heston said, "We always learn something different from each Yellow Ribbon event.

The 88th Regional Support Command's mission is to conduct Yellow Ribbon Reintegration Program events and services for customer units in the Northwest region of the United States.

For more information on the program, go to www.yellowribbon.mil. To register, go to www.arfp.org.

Directorate Human Resources: Yellow Ribbon Program Successes

June 15-17 the 88th Regional Support Command Yellow Ribbon Program was conducted at the Hyatt Regency Hotel in Schaumburg, Illinois. The significance in this event is that it held the highest ratio of Family members to Servicemembers of any previous Yellow Ribbon event hosted by the 88th RSC. The number of Family members exceeded the number of Soldiers attending by a ratio of 11: 10.

The U. S. Army Reserve Command Yellow Ribbon Office set the ratio of Family member: Servicemember at 20:10. This ratio was intended to be used for budgeting purposes only and was never intended to force a Soldier to leave part of their Family behind while attending a Yellow Ribbon event. In fiscal Year 2010, the 88th RSC trained over 10,000 Soldiers and Family members. The Family member: Servicemember ratio for FY10 was only 6 Family members for every 10 Soldiers. This was a far cry from the budgeting estimate of 20:10.

The 88th RSC has witnessed a steady climb in the number of Family members attending the Yellow Ribbon Program. The October 2010 event hosted 651 attendees with a ratio of Family member: Servicemember 5:10. November attendance was at 987 with a ratio of 6:10, December's through February's ratio was 7:10. The March event in Seattle, Wash., set a new high at 8:10; only to be broken in May by a 10:10 ratio in Denver, Col. All total for FY 2011 the 88th RSC has trained 7160 Family and

Servicemembers through the Yellow Ribbon Program. The cumulative quarterly ratios of Family member: Servicemember has been; 1st quarter 6:10, second quarter 8:10 and third quarter 9: 10. The year to date ratio is 7:10.

The Yellow Ribbon Staff contributes the increasing number of Family members to several factors. The first being, the program is now three years old and the word is finally getting out. The Yellow Ribbon program was established by the 2008 National Defense Appropriations Act. It did not get going until late in FY 2008. The 88th RSC was the first RSC to establish a dedicated Yellow Ribbon staff and formal program to conduct Yellow Ribbon post deployment events.

The second is the professionalism in which the 88th RSC executes the Yellow Ribbon program. The Yellow Ribbon program has been the model program since its inception. The 88th RSC has hosted numerous observers from the Department of Defense Yellow Ribbon Office and other branches of the armed forces. The 88th RSC's Yellow Ribbon Staff has perfected the execution matrix that allows the Yellow Ribbon program to execute events in excess of 1000 attendees. This has not been done by any other command.

The quality of the instruction, is third reason for the 88th RSC's success. The programming was developed with broad guidance from a DoD Letter of Instruction and USARC Operations Order. The Yellow Ribbon Staff consulted with many of the



experts in the behavioral health fields to develop training that was relevant to both Soldiers and Families.

Special care was taken to include the education of children as well as adults. The staff made a pointed effort to avoid the over use of PowerPoint presentations and incorporate many interactive exercises into the programming.

The 88th RSC's quality control and training materials are highly successful. The Yellow Ribbon Staff conducts After Action Reviews (AAR) after each event. They conduct AARs for all the presenters and take those comments to perfect the training materials, adjust class schedules and enhance the performances of the presenters. The Yellow Ribbon Operational Staff conducts an AAR on the planning and execution for each event to ensure everything is done to guarantee a smooth event execution and that adequate staffing is available. The support staffs, augmentees to the RSC staff from the O/F & T Commands, conduct their AARs to provide feedback to the Yellow Ribbon Staff to better support the Yellow Ribbon attendees and the program. The last piece of the check and balances, is our attendee surveys. The attendees are asked to complete two surveys. One survey is completed after every class, rating instructors, materials and training relevancy. The second survey covers the overall perception of the event; staff conduct, facilities and overall satisfaction.

Directorate of Public Works:

Mission:

Responsible for all facilities and engineering functions to include acquisition, management, operations, maintenance and disposal of all real property facilities within the Regional Support Command that support U. S. Army Reserve training, administration and readiness. The 88th RSC DPW area of responsibility spans 19 states, containing 332 facilities, consisting of 16.3 million square feet of facility space and over 11,000 square acres of land. The DPW will promote and protect the environmental quality and exercise stewardship of real property which the USAR occupies and uses.

Organization:

The DPW is divided into four functional divisions that are under the control of the Director, Public Works: Facility Operations Division, Environmental Division, Plans, Programs & Real Estate Division, and the Budget Division. DPW is staffed with 118 personnel consisting of the Active Guard Reserve, Department of Army civilians and contractors. Almost half, 52 personnel, are located at various field locations across the 19 state region providing timely and quality service to our customers. COL Kurt F. Wagner is the Director and Mr Thomas C.G. Helgeson is the Deputy Director.

Army Communities of Excellence Metrics:

Internal Compliance Assessments and Site Assisted Visits (SAV):
FY11 - 121.4% of target through March

FY11 Environmental Findings Identified in the Installation Corrective Action Plan (ICAP):

FY11 – 129.2% of target through March

Environmental Training:

FY11 - 99.5% of target through March

Interactive Customer Evaluation (ICE):

Customer Support System (CSS) Ticket Customer Response:

FY11 – 4.45 through May

Facility Support Customer Response:

FY11 – 4.41 through May

Environmental Training Customer Response:

FY11 – 4.76 through May

Environmental Compliance Customer Response:

FY11 – 4.79 through May

CSS Ticket Closure Timeliness:

Closed within 30 days: FY11 – 55.6% through May

Closed within 60 days: FY11 – 81.3% through May

Closed within 90 days: FY11 – 91.2% through May

General Fund Enterprise Business System (GFEBS):

The 88th RSC went live with General Fund Enterprise Business System (GFEBS) during Wave 5, effective 1 April 2011. Prior to going live, employees completed several hours of web-based training as well as instructor led training so they could be qualified in their required roles. Site visits to Ft Hunter Liggett, CA and Ft Bragg, NC assisted in our transition to GFEBS. We are working thru some system issues and still processing some actions thru our legacy systems, but are striving to be fully functional under GFEBS as soon as we are able.

Environmental:

In our effort, as an organization, to improve communication and continual improvement of our business processes with our customers, the Environmental Division: 1) has implemented the web based program, NEPA Manager, with 4,866 actions (Customer Support System) requests reviewed; 2) 110 Record of Environmental Considerations completed and produced; 3) trained over 1700 Soldiers; 4) accomplished 46 tribal consultation memos; 5) 25 state historic preservation officer and advisory council consultation memos; 6) six archaeology surveys; 7) five historic building surveys; and a historic building management plan.

Also fulfilled were, environmental assessments, findings of no significant impact, records of environmental consideration, and findings of suitability to transfer in support of over base realignment and closure actions and 11 Military Construction Army Reserve Centers, and all supporting documentation for the Congressional Conveyance action at the Lewis & Clark USARC, Bismarck, N.D.

Plans:

In the planning and execution stages of: 1) 10 Military Construction Army Reserve Centers; 2) 11 Grow the Army and 32 are Base Realignment and Closure projects throughout the 88th RSC Region; 3) continuing the strong support relationships with the operational, functional and training commands within the region to ensure quality facilities.

The Real Estate section has been structured to meet the requirements for the Real Property Inventory mandated by congress. The Real Estate Section will take the assets inventoried by Operations and develop the property folders to meet the congressional mandate.

Operations:

Continued to improve the Customer Support System (CSS) put in place last year. Completed physical inventory of all real property across the 88th RSC area.



IN THE WORKS

The above is of a construction project at the Joliet Training Area in Elwood, IL. The larger building in the foreground is the Reserve Center (a Grow The Army project) and the smaller building in the background is the Organizational Maintenance Shop. This site has five different projects (Tactical Equipment Maintenance Facility, Army Reserve Center, communal fire suppression pump, Village of Elwood water and sewer extension, and water and sewer to the existing JTA buildings) being performed by four different contractors simultaneously.

Information Management Office: Directorate of Logistics:

Audio-visual Announcement—Facility Coordinators!

We need your help in identifying facilities that have no projectors, wall-mounted screens, or projector ceiling-mounts w/ remote computer cabling. Our priority for installing these items are for facilities with Battalion or larger tenants that have none of these items installed anywhere in their facility. Please email Mr. Ruffin at james.ruffin@usar.army.mil if this applies to you.

Multi-Functional Device Copier Program Overview

Our regional multifunctional copier program features three groups of multifunctional Copier devices. The standard device is a leased multifunctional copier that will be serviced and supplied throughout the contract period, which we expect to be at least five years. Call the vendor at the toll free number listed on the service label at the front of the device to request a resupply of toner when the last spare is installed. Allow five business days for delivery.

The second type of device is a tabletop-sized multifunctional copier. These were fielded w/toner supplies to smaller sites and are also used to supplement leased copiers at moderate-sized facilities.

Toner for these devices is available through the IMO and should be ordered by the Facility Coordinator when the last spare toner is installed. Send your requests to the IMO Copier Manager, Mr. Eloy Ochoa at rsc088copiersupport@usar.army.mil.

The remaining group consists of *select late-model multifunctional copiers that were purchased by the 89th RRC. They are under the second option year of a five year service contract. We will continue to utilize this group of devices at facilities in Iowa, Kansas, and Missouri for the remainder of the current service contract. Repairs, routine service, and toner replacement are provided under this contract.

*Only those Konica Models and Serial Numbers listed on our IMO Copier Portal site are covered under this contract. All other Konica copiers in the former 89th RRC area, not shown on this list, are out of warranty or service coverage and need to be processed for turn-in to DRMO once they become inoperable.

General Interest

Do you know your C4IM BASOPS Service Providers?

- Facility Audio-Visual Equipment – RSC IMO
- Facility Copiers – RSC IMO
- Network Service – USARC G-2/6 (AR-NEC)
- Facility Secure Telephone Equipment (STE) – RSC IMO
- * SIPRNET Service – USARC G-2/6 (AR-NEC)
- * Telephone Service – USARC G-2/6 (AR-NEC)
- * For non-installation facilities only.



New Equipment Fielding Facility and Force Modernization (NEFF)

The 88th Regional Support Command Directorate of Logistics is fully engaged in providing New Equipment Fielding and Force Modernization support to all units in the 88th RSC region as well as many customer units throughout the Army Reserve.

The 88th DOL manages two NEFF sites in the region, one at Ft. McCoy, Wis., with primary support for the eastern half of the region, and one in Ogden, Utah, with primary support for the western half of the region as well as support for approximately half of the 63rd RSC region. Both sites are fully staffed and provide receipt and distribution of new systems.

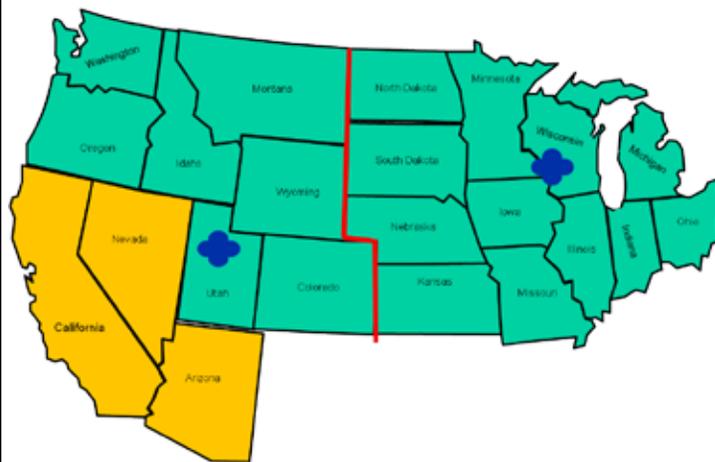
In the first nine months of this FY, the NEFF's have been responsible for distributing to the end user units over 50 different line item numbers of equipment equating to 3000-4000 pieces of new equipment to Army Reserve units. The service includes providing training space for the Project Managers to present New Equipment Training for operators, maintenance and

preparing shipping requests to get the equipment to the unit's requested destination.

In addition to providing New Equipment distribution, the NEFF sites are becoming the primary training source for our Area Maintenance and Support Activity and Equipment Concentration Site maintenance operations. Shortly thereafter, they will begin to offer the same training to our customer units to help improve overall maintenance capabilities. The training will focus on specialized maintenance training like air conditioning and refrigeration and will fill the gap for training on all new equipment fielded in our area for units that have not been able to attend the original scheduled training during equipment fielding.

The ultimate goal is to provide the best customer service possible and to do everything possible to make the fielding process as painless as we can.

NEFF POC's: Ft McCoy: Mr Mike Bryant, 608-388-6833 mike.bryant2@usar.army.mil and Ogden: Mr Ed Minnig, 801-392-9360 ext 243 ed.minnig@usar.army.mil.



88th Regional Support Command New Equipment Fielding Facility locations at Fort McCoy, Wis., and Ogden Utah. These facilities support units in three regions to include units in Arizona, California and Nevada due to proximity.



Laura Stultz, the wife of Army Reserve Chief Lt. Gen. Jack C. Stultz, Lt. Gen. Stultz, and Dr. Joanne Truesdell, Clackamas Community College president, cut the ribbon signifying the grand opening of the fourth Army Strong Community Center at Clackamas Community College in Oregon City, Ore., near Portland, Ore.

Army Strong Community Center opens at college in Oregon

Story and photos by Sgt. 1st Class Darrin McDufford

OREGON CITY, Ore. -- In the front of a busy college community center a team of people toil and spend long hours opening the Army Strong Community Center to provide support for servicemembers who have in turn provided selfless service to their nation.

The center opened at the Clackamas Community College Center just a few miles away from Portland and a couple hundred miles from any major military installation. Hundreds of Soldiers, their Families, friends and employers showed up at the grand opening of the fourth Army Strong Community Center.

The center connects those geographically dispersed Families with support resources in their own community. The center offers information, referrals and is dedicated in assisting and supporting Servicemembers, retirees, veterans, and Family members for all branches of the military, active and reserve.

"My wife, Laura, came up with the idea of a virtual installation to understand and appreciate our Soldiers who are a national treasure," said Lt. Gen. Jack C. Stultz, chief, Army Reserve. "Today we are opening 'Fort' Clackamas. There is no better way to show

support for the men and women in uniform and their Families except by opening this center."

The Army Strong Community Center brings resources that are normally found at active duty military installations. Additionally, the center provides access to emergency support services.

Mrs. Laura Stultz, the wife of the lieutenant general, and the visionary behind the Army Strong Community Center, has seen her share of seeing her husband mobilize and deploy. This was the impelling cause behind her push for these virtual installations.

What began as an internet-based support tool, transformed into a physical location, due to the recommendations from Soldiers and their Families.

She said, "No one has done more to preserve our way of life, than our men and women in uniform and their Families. As a wife and mother, I know what it's like to have a husband deployed."

Mrs. Stultz added that she didn't live near an installation, and these centers are a dream come true.

(SEE PAGE 17)

(FROM PAGE 16)

They provide assistance for Families with life management and well being issues. Included, are access to health and dental benefits, housing assistance, childcare and child programs.

“Deep in my heart, I know this center will work. The other centers have provided so much support to the men and women in uniform,” said Mrs. Stultz. “The Army Strong Community Center is a connection between the military and the community. It helps the Families that live a great distance from an installation.”

One Army Reserve Soldier, who recently returned from a deployment, came into the Clackamas Army Strong Community Center with his pregnant wife and two children. He had been unemployed for nine months and needed assistance.

After the visit, he left the office with information that he qualified for educational benefits that included the Montgomery G. I. Bill and the Pell Grant. He also qualified for the Oregon’s Training Unemployment Insurance program and received information on the Army Reserve Partnership Program.

The Soldier came in lacking hope, but left with promising opportunities to care for his Family and provide for a bright future that further benefits the community.

Another beneficiary to the Army Strong Community Center, was a young Soldier who was unaware of the documentation needed to be completed for his educational benefits. The center fills the gap for the missing Army Education Centers that are typically found on active-duty installations, but not at Army Reserve centers.

This Soldier said the center helped him get the documents submitted, so he could use the benefits afforded to him via his Army Reserve membership.

These stories echo the successes at the other Army Strong Community Centers located at Rochester, N.Y., Brevard, N.C., and Coraopolis, Penn.

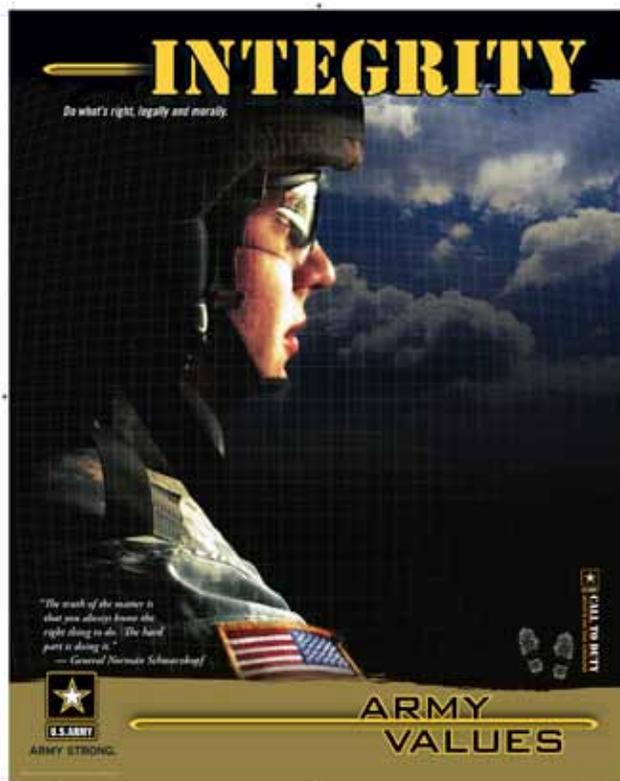
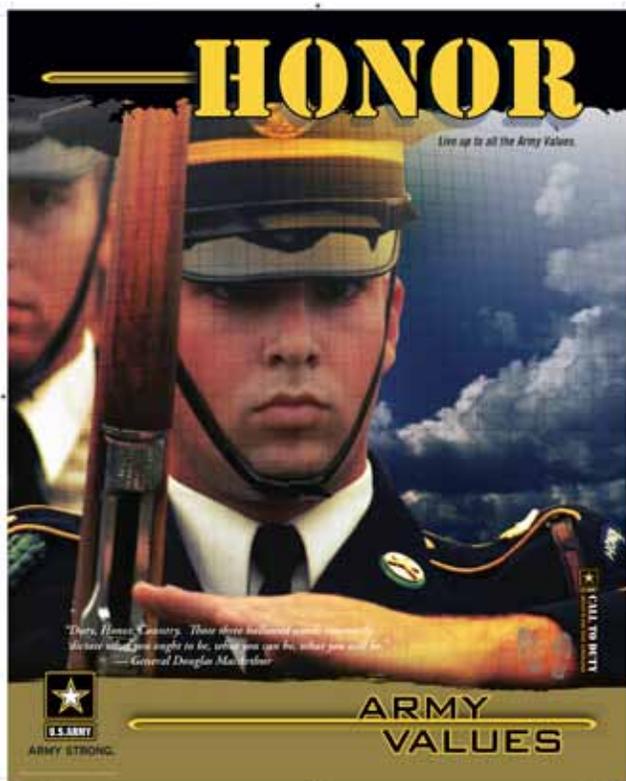
The general and his wife hope to see two more centers open



Laura Stultz, the wife of Army Reserve Chief Lt. Gen. Jack C. Stultz, speaks about the need and success of the Amy Strong Community Centers. This is the grand opening of the fourth center at Clackamas Community College in Oregon City, Ore., near Portland, Ore.

within the next three years.

For more information on the Army Strong Community Centers see <http://www.arfp.org>.



Company explores new frontiers in hiring veterans

Story and photos by
Staff Sgt. Kevin Gorzek

MUSKEGON, Mich. – Joel Pritchett reminisced about his time in the Air Force during Operation Desert Storm over dinner with his coworkers. He told them about the time he was a crew chief on a B-52 bomber based out of Riyadh, Saudi Arabia.

He said it took two KC-135 refueling planes to refuel his bomber in mid-flight. This piqued Maggie Wilderotter's interest, since her husband was also a crew chief in the Air Force during Operation Desert Storm. Her husband, Jay, was quite likely on one of the KC-135s that refueled Pritchett's bomber.

Pritchett now works as a construction manager for Maggie Wilderotter, president and CEO of Frontier Communications.

Frontier Communications became one of a growing number of companies to sign an Employer Partnership Memorandum of Agreement with the military April 22 at the Great Lakes Naval Memorial and Museum in Muskegon, Mich.

The Employer Partnership program was launched in April 2008 to expand employment opportunities for Servicemembers by formalizing the relationship between the military's reserve component and the private sector.

The partnership allows employers to work with the Army Reserve on workforce development including training, professional development and credentialing. It fosters a spirit of cooperation instead of competition between the military and private sector.

Marine Corps Reserve Sgt. Domenico Fornaro, an infantry squad leader with Company A, 1st Battalion, 24th Marine Regiment, in Michigan, said he has enjoyed working as an operations manager at Frontier Communication for the past 12 years.

He said the leadership skills the Marine Corps taught him applies to his civilian job on a daily basis.

Maj. Gen. Glenn J. Lesniak, commander of the 88th Regional Support Command at Fort McCoy, Wis., and engineer for large-scale projects at Frontier said he is "particularly



Maj. Gen. Glenn J. Lesniak, commander of the Army Reserve 88th Regional Support Command based out of Fort McCoy, Wis., and Maggie Wilderotter, president and CEO of Frontier Communications, sign an Employer Partnership Memorandum of Agreement while Marine Corps Reserve Sgts. Gabe Foerster and Domenico Fornaro serve as witnesses during a signing ceremony April 22 in Muskegon, Mich.

proud to work with Frontier."

He said they have hired 79 veterans and servicemembers, and are actively recruiting veterans and reserve component servicemembers to work at Frontier. He also said that 25 percent of Frontier's workforce is made up of veterans.

The many veterans of the armed forces that work for Frontier Communications said they appreciate the support they get from their employer. At the same time, Frontier management said they appreciate the quality employees they find in hiring veterans.

"They are exactly the kind of organization a veteran would want to work for," said Fornaro.

Marine Corps Reserve Sgt. Gabe Foerster, a machine gunner with the same unit as Fornaro, has worked as a customer zone technician at Frontier for about a year.

He said that even though the technical and tactical skills he learned as a Marine, or not directly apply to his civilian work,

installing high speed internet, the stress management and people skills he learned in the Marine Corps, helped him in his day-to-day job.

Michigan State Sen. Jeff Hanson said he is "impressed by Frontier's CEO's pledge to commit to veterans and hire skilled employees to serve rural customers."

"They were there for us, now we must be there for them," said Wilderotter just before signing the Employer Partnership Memorandum of Agreement. "Heroes do walk among us. It is a civilian reflex to associate heroes with the military."

"The armed forces is a pool for talented leadership that civilian employers can draw from," said Lesniak.

For more information to assist servicemembers and find the more than 1,600 companies working with the Employer Partnership Office, go to their website at www.employerpartnership.org.

88th Regional Support Command Wall of Heroes Memorial Ceremony



Sgt. Maj. (Ret.) Robert Lemburg (left) and Brig. Gen. Frank A. Cipolla honor the fallen Soldiers of the 88th Regional Support Command May 26, 2011, in the headquarters at Fort McCoy, Wis. The ceremony was sponsored by the Maj. Gen. Robert B. McCoy chapter of AUSA. (Photo by Sgt. 1st Class Osvaldo P. Sanchez, 88th Regional Support Command Public Affairs)

ROAD WARRIOR
BEST BUSINESS PRACTICE

User's Rules of the Road:

- Save, encrypt and secure your information
- Ensure against public display of content: "Shoulder surfing"
- Control the laptop at all times: "Look and leave"
- Use operating system end point security protections.
- Report the loss of any information or system.
- Eliminate unauthorized software.

PERSONAL **COURAGE**
Face fear, danger, or adversity.

*"Be Soldiers: where all other people, press for peace, for he must suffer and bear the deepest wounds and scars of war."
— General Douglas MacArthur*

ARMY STRONG. **ARMY VALUES**

Army Reserve bands perform in St. Patrick's Day parade

Story and photos by Sgt. 1st Class Osvaldo P. Sanchez



CHICAGO – A great cheer went up as a band of nearly 200 musicians marched off in the St. Patrick's Day parade Saturday, March 12, in downtown Chicago. But this wasn't your average band.

It was a large element comprised of six Army Reserve bands of the 88th Regional Support Command (RSC). At the forefront, two Soldiers held a banner that read "Bands of the 88th Regional Support Command" and they were followed by a color guard and the band masters.

"The idea of getting (musicians) together from six units marching as one unit, playing music together in time and in step with only three drum majors and only two rehearsals seemed like a pretty daunting task," said Staff Sgt. John Garvens, a band member of the 85th Army Band, after packing his instrument near the parade route at Millennium Park. "But it's amazing what people can do when put under pressure."

All six bands practiced together for one day last October at Fort McCoy, Wis., and only once more the day prior to the event at the Arlington Park Racetrack parking lot in the Chicago suburb of Arlington Heights, Ill.

The Army Bands' mission is to provide music to instill in our Soldiers the will to fight and win, foster the support of our citizens, and promote our national interests at home and abroad.

"I think parades are one of the best ways we can reach out to the public and show them what we do," said Garvens. "It was great to be marching down the road and to see people just lining the streets cheering on the Army band as we (marched) by. I think it did a lot for the morale of the audience and it did a lot for the morale of the Soldiers as well." He said these performances show support to the community, fellow Soldiers and for the country.

Kevin Sherlock, the St. Patrick's Day parade coordinator, said the band was impressive and everything was perfect, but that it was "typical of what you expect from the U.S. Army."

"(The Army band) really filled the sidewalks and everybody got a good chance to see the Soldiers," Sherlock said. "I hope the crowd had the opportunity to thank (the Soldiers)." He also said the parade committee was very glad to have the Army band this year and invited it to come back next year.

The Deputy Commanding General of the 88th RSC Brig. Gen. Frank A. Cipolla, who attended the St. Patrick's Day Civic Celebration at Old St. Patrick's Church in downtown **(SEE PAGE 21)**

Six Army Reserve bands of the 88th Regional Support Command collectively perform March 12 at the St. Patrick's Day parade held in Chicago. The bands came from across the northwest region of the United States to form one large formation for the celebration.

(FROM PAGE 20)

Chicago before the parade, thanked the Chicago officials for allowing the bands to participate in the parade. He added that it was a great experience and felt “the people of Chicago loved us.”

The bands come from various states within the northwest region of the United States. The 85th Army Band is based out of Arlington Heights, Ill.; 204th Army Band out of Vancouver, Wash.; 312th Army Band based in Lawrence, Kans.; 338th Army Band from Whitehall, Ohio, and Livonia, Mich.; 451st Army Band of Fort Snelling, Minn.; and 484th Army Band stationed in Milwaukee, Wis.

As a base operations support command for a 19-state region of the northwestern part of the United States, the 88th Regional Support Command and its bands stand out as the Army Reserve’s elite providing quality band performances, Soldier and Army Family support programs, equipment maintenance and facility management.



Bass trombone players of the 88th Regional Support Command’s collective band march in step during the St. Patrick’s Day parade held in Chicago, March 12. It was the first time a combined military band, formed from six units, performed as a single element in the parade.

Bang the drum...



Percussionists keep the 88th Regional Support Command’s combined band in step March 12 in the St. Patrick’s Day parade held in Chicago. The formation is comprised of six Army Reserve bands of the 88th RSC that traveled to Chicago to perform for the public.



Regional support command focuses on customers

Goal to better service units in 19-state northwest region

Brig. Gen. William J. Gothard, (left), the deputy commanding general (support) and chief of staff of the Army Reserve, receives a question from Col. Marc W. Van Oen, the comptroller of the 807th Medical Deployment Support Command out of Fort Douglas, April 8 at the Little America Hotel in Salt Lake City.

Story and photos by Sgt. 1st Class Osvaldo P. Sanchez

SALT LAKE CITY — The 88th Regional Support Command (RSC) hosted the 2nd annual Customer Focus Workshop April 8-10 at the in Salt Lake City.

The command started the conference last year to disseminate information to its customer units and also use as a forum for units to voice their concerns.

Maj. Gen. Glenn Lesniak, the commanding general of the 88th RSC based at Fort McCoy, Wis., said it was a place to “bring it to the next level to improve processes.”

“We still have 20 projects to finish to modernize our facilities,” he said. To close out due outs, he emphasized that units need to “stay engaged with us”.

A customer raised a concern about restriction to executing funds

for use with the Yellow Ribbon Reintegration Program, a program that supports National Guard and Reserve members and their Families prior, during and after deployments.

Col. Marc W. Van Oen, the comptroller of the 807th Medical Deployment Support Command out of Fort Douglas here, said he was committed in taking care of the Military Family.

“Yellow Ribbon is so important for Soldiers and Families that we shouldn’t beg for funding,” he said. “This program helps them to get back to the norm. It provides a forum for discussion that opens their minds to different things.”

Although the purpose of the workshop was not to bring up new problems but to solve the ones already identified, the guest speaker, Brig. Gen. William J. Gothard, the deputy commanding general (support) and chief of staff of the Army Reserve, took note of this issue.

So, what attracts people to this workshop?

“What brought me here was to learn about what is happening--any changes with medical readiness,” said Lt. Col. Marilyn K. Lazarz, the health readiness coordinator of the 353rd Civil Affairs Command out of Fort Wadsworth, Staten Island, N.Y, a command that has one of two civil affairs brigades that falls within the 88th RSC region.

“A big factor was to meet people from the 88th RSC to be able to put a face of who you’re working with.”

Lazarz said it was a place to address any logistic health issues and find out about changes to medical readiness policies of the 88th RSC.

“This workshop is invaluable,” Lazarz continued. “I would highly recommend other commands attend this workshop.”

Approximately 250 participants from more than 60 units attended the event.

The 88th Regional Support Command provides base operations support to the 19-state northwest region of the United States.



The 88th Regional Support Command and customer unit leadership participate in the Customer Focus Workshop 2011 at the in Salt Lake City.

Confusion over GI Bill benefits costs student veterans

Moraine Valley Community College, Joliet Junior College and South Suburban College take steps to help veterans keep school-related benefits flowing

Story by Jeff Borgardt
Chicago Tribune

CHICAGO — Moraine Valley Community College, Joliet Junior College and South Suburban College take steps to help veterans keep school-related benefits flowing.

This year, Moraine Valley Community College started requiring student veterans to receive advice on their GI Bill benefits after dozens were decertified last fall because they didn't understand the requirements.

At the Palos Hills-based college, just over half of the 500 enrolled veterans registered for courses that put them at risk of not being paid their military benefits for the fall semester, said veterans coordinator Jo Ann Jenkins, assistant dean of new student retention.

Of the 260 veterans who were decertified after enrolling in the wrong classes, 140 lost their monthly stipend and free tuition for the fall semester, while 120 were able to switch classes in time to get recertified and receive their benefits.

Because of the confusion last fall, the college began mandatory academic advising sessions for all declared veterans at the Jan. 18 start of the spring semester to make sure they enrolled in the proper courses and remained certified.

The college also is researching creating an online course that explains the information covered at the advising sessions for overseas veterans who plan to attend Moraine Valley when they return, officials said.

Similar programs for veterans exist at other south suburban community colleges. The Veterans Alliance Club at Joliet Junior College held its first-ever seminar on student benefits for veterans in November.

South Suburban College in South Holland has a counselor who advises student veterans on GI Bill requirements.

There have always been problems with

processing veterans' benefits, Jenkins said, but it has become more pronounced in recent years with increasing military enrollment.

Decertified veterans "thought they could take any classes they wanted and the VA (Veterans Affairs) would pay them," Jenkins said.

"In many cases, (college) certification officers had to notify veterans they would not be certified because they were enrolled in the wrong classes," she said. "To say the least, they were not very happy about this. They were relying on those stipends to live on."

Under the Post 9/11 GI Bill, veterans in the Chicago area can receive a \$900-a-month stipend, on average, and free tuition for up to 36 months while going to school. To qualify for the benefits, a veteran's coursework must count directly toward a degree or certificate.

Many of Moraine Valley's veteran students were unaware of that requirement, and when they subsequently, submitted their benefits paperwork to the college, they were not certified. Changes to the GI Bill that are expected to take effect in August will allow other types of schooling to be covered.

Another common concern involved student Soldiers who enroll in courses with an eye toward getting a degree at another university. If those classes don't immediately and directly count toward a degree, the veterans risk losing their benefits. Students will not be certified if they repeat a course, Jenkins said.

The mandatory advising sessions for veterans were discussed at a March meeting of the Moraine Valley board.

Gennaro Paolella, an Army Reserve Soldier and student trustee, said the program helps vets avoid red tape. Paolella said that in his case, it kept him from making mistakes



Gennaro Paolella, student, Army Reserve Soldier and college trustee, wants to help other student veterans at Moraine Valley Community College in Palos Hills, Chicago. He said an advising program helped keep him from losing student benefits. (David Pierini, Chicago Tribune / March 30, 2011)

with his benefits. The Orland Park resident plans to transfer to the University of Illinois at Chicago and pursue a pharmacy degree. A clarinet player in the 85th Army Band, Paolella said he intends to use his GI benefits at UIC where he will be working toward a degree. He didn't use them at Moraine Valley because he wasn't getting a degree there.

If he had tried using his benefits at Moraine Valley, "I may have been audited and had to repay my stipends," said Paolella, 20.

At Joliet Junior College, about 500 student veterans use GI Bill benefits, said College Veterans Coordinator Cheryl Hlavac. In addition to holding a benefits seminar for veterans, the Joliet school requires students to turn in their benefits paperwork to Hlavac, who makes sure they are in compliance.

"If I find an issue with a class choice, I notify the student. I give them the option of changing their course or, if they choose, they can take the course and pay for it by other means," Hlavac said.

Still, there's only so much colleges can do for student veterans if they are bent on going it alone.

"If the student decides to register without this guidance, there is nothing we can do to ensure their benefits," said Patrick Rush, spokesman for South Suburban College.



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