

THURSDAY, APRIL 5, 2012

THE FORT JACKSON LEADER

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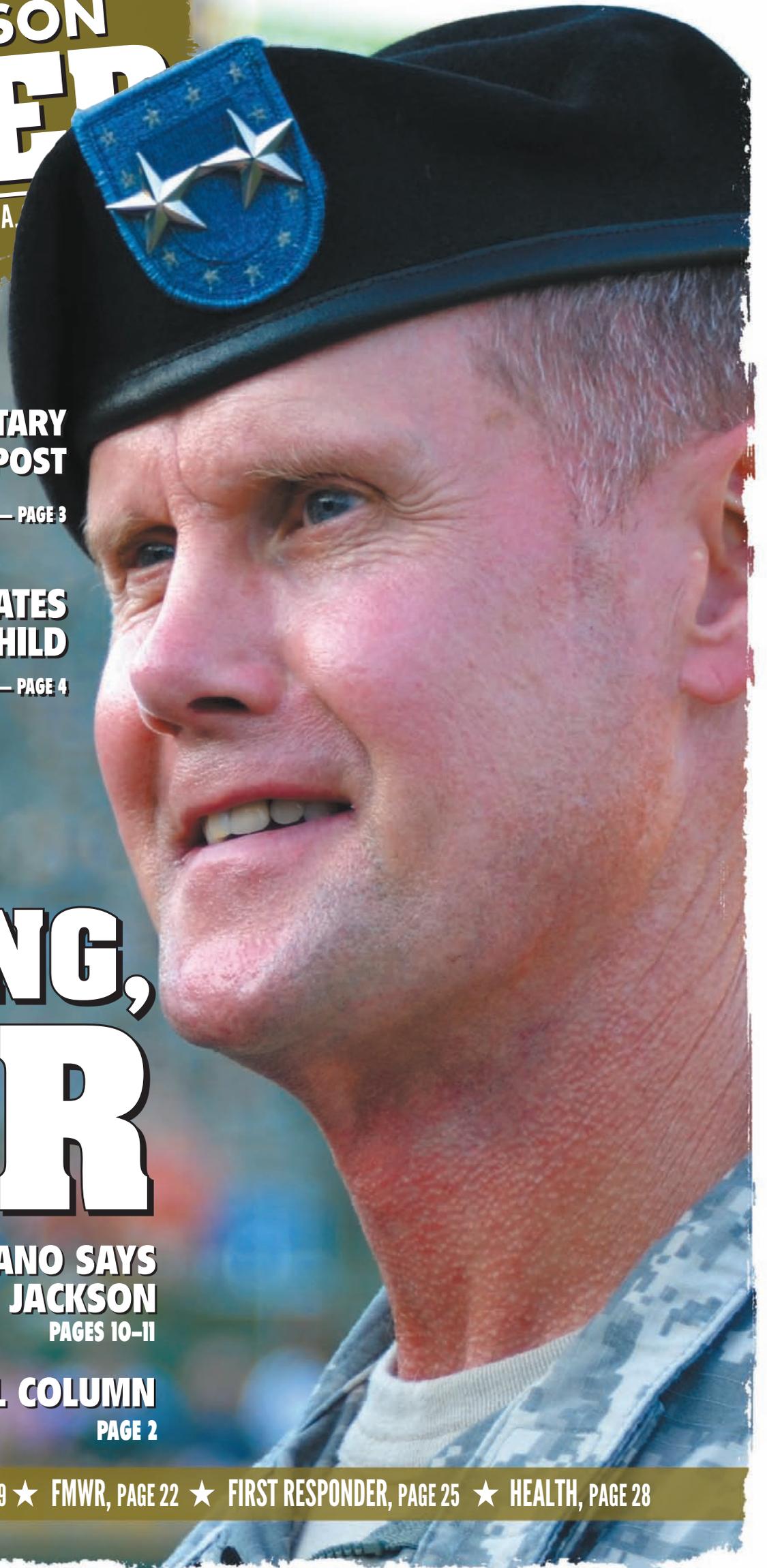
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Milano: Thank you, Fort Jackson

As my wife, Kim, and I prepare to depart Fort Jackson after nearly two years of duty at this wonderful installation, we are filled with mixed emotions and fond memories. Serving at Fort Jackson has been all that we thought it would be, and more, and we will forever cherish our time here.

This tour has been tremendously fulfilling and rewarding for us. The mission we execute day in and day out is the most important in the Army — training and developing our Army's recruits into Soldiers. On top of that, we quickly fell in love with Columbia and the Midlands area, and the installation is a crown jewel in TRADOC.

We are still in the midst of a major construction effort, but seeing the completion of our Family housing project was gratifying and another testament to the Army's commitment to our Soldiers and Families. We have gone from some of the worst housing in the Army to the best, and I'm proud that we can offer these accommodations to our permanent party.

We have witnessed equally impressive military construction on Fort Jackson during our time here, evidence of the Army's investment in the future of this installation and our mission. Our challenge as we move ahead will be to maintain what we have in our construction budget, but I'm confident whatever changes the Army decides to make, if any, will be well thought-out and what's best for Fort Jackson and the Army.

I have rarely seen in my career a more supportive

**MAJ. GEN.
JAMES M. MILANO**

*Fort Jackson
Commanding
General*



and engaged local populace and civilian leadership than we have here. From Gov. Haley to Mayor Benjamin to our Civilian Aide to the Secretary of the Army, to our congressional leadership, to our local business and civic leaders, to the University of South Carolina and other schools, to all of the volunteers, many of whom are retired military — all have shown a genuine interest in supporting our Soldiers and Families, and for that effort we are extremely grateful. We are proud of our relationships in this community and are thankful for everything that so many do for us and for our Army.

The Army will undergo significant change throughout the next several years, change that could affect Fort Jackson in some shape or form. This right-sizing of our Army is necessary, given fiscal realities and the evolving roles and missions for the services relative to our national security strategy. I am confident that our Army will navi-

gate this change successfully, and when it's all said and done we are going to have an Army that is even better than today's. We'll come through this all right — we're well led by smart, engaged, caring leaders, and we know how to take care of our own. I'm excited about the future of our Army; you should be, too.

As our time at Fort Jackson and in the Army comes to an end, Kim and I are filled with many cherished memories that will remain in our hearts long after I leave active duty. The people here and our mission are what make duty at Fort Jackson special, and that will always be the case; in fact, that has been the case no matter where we've found ourselves serving our Army.

I am fully confident that you will give BG Bryan Roberts and his Family all the support and commitment to excellence that you have shown during my time as the 44th commanding general of this Army Training Center. He will bring new energy, ideas, experience and leadership to Fort Jackson, and I am excited to hear about the great things that will continue to happen here at the Army's premier training center.

Thank all of you for your service, for your commitment, for your professionalism and for making this a remarkable tour of duty for us, and for everyone else fortunate enough to be stationed here. Our very best to all of you, and it would be our good fortune to see you again somewhere on down the trail.

Victory Starts Here!

Taking pride in customer service yields achievements, appreciation

Think of the time when you thought your customer interests were not served, for example at a restaurant, where you are marshaled in with great fanfare, napkins gracefully placed on your lap, but then you are neglected for a great length of time before the attendant takes your order.

Another time, you attended a work group breakfast, and the owner of the establishment greeted everyone with a big smile while personally pouring your first cup of morning java. The work group's opinion was that the food was splendid, but it was the owner's demeanor that made the difference.

Although dissatisfied customers are likely to tell others about their experience, satisfied customers will probably spread the word about the great service they received and, in turn, will generate repeat opportunities and new business.

Customer service is a common thread in many things we all do, assuming the meaning of the term is clear. But in reality, the question is, "Do we really know what customer service is?" What does customer service mean to those who provide it? Several answers can be derived from business strategies, training forums, and even from personal background.

We at the United States Army Signal Network Enterprise Center define being ambassadors of customer service as achieving high service standards in the field of information technology.

In addition to doing what is right, caring about customers also directly helps us in two ways.

First, people generally feel better when they are passionate about others' needs. It's the same feeling as helping the little old lady cross the street. When you are thanked for your effort, chances are you bust out with pride in feeling useful.

Secondly, to be there for customers, we need to take time for our own internal development. This includes

Commentary

By
ARETHA WILLIAMS

Network Enterprise Center



always listening to the voice of the customer and conducting site visits on a regular basis as a tool that enables us to remain focused and energized about customer service.

To do this, we employ three basic concepts to achieve great customer service:

❑ First-class customer service depends on connecting directly with our customer base. We ask our customers what they need, and do whatever it takes to meet these needs. Despite challenges of limited operating funds and personnel shortages, we search for the best use of current resources to achieve our tasks. That includes conducting business efficiently, for example by determining a unit's 'top-five' requirements to ensure mission critical work orders are escalated and fulfilled.

❑ Although sometimes providing customer support may prove difficult, we always strive for nothing less than excellence in service. The key is to treat customer service as a culture and not a departmental job requirement. We do this by investing in our technical staff's training and preparation, by recognizing each staff member's talents and contributions that yield positive results and improve customer satisfaction and loyalty.

❑ We realize the importance of soliciting feedback



Fort Jackson, South Carolina 29207

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'The trip has been wonderful'

Jordanian army gets first-hand look at SSI facilities

By WALLACE McBRIDE
Fort Jackson Leader

Jordanian military dignitaries got a look last week at how the Soldier Support Institute plans and implements leadership training.

Jordanian Maj. Gen. Mohammad Farghal and Brig. Gen. Nawal Al- Nsoor spent a day at Fort Jackson's Adjutant General's School learning how the Army trains human resource support.

"If you don't have multi-skilled, multi-cultured, multi-knowledged Soldiers — NCOs and officers — then you can have problems," Farghal said. "We are trying to get exposed to others' experiences, the United States being our number one partner in this case."

The Adjutant General School educates administrative specialists. It is one of the oldest branches of the Army, dating back to 1775 and the appointment of Horatio Gates, a former British army officer, as the first adjutant general to George Washington.

"We're going to give them a full demonstration," said Mike Molosso, deputy commandant of the Adjutant General School. "We're going to give them an overview briefing first, explain what the schoolhouse does, what its capabilities are. Then we'll show them some physical demonstrations of how we actually manage (human resources) in our Army and how we train that."

"The trip has been wonderful," Farghal said. "It's typical American hospitality, so that makes it pretty wonderful. And it's been very productive, too."

The Army and Jordanian armed forces have had a long history of working together, said Brig. Gen. David MacEwen, SSI commanding general.

"I am so pleased that we were able to host Maj. Gen. Farghal and his delegation because it gave us a chance to strengthen our relationship and exchange ideas on education and training," MacEwen said. "We were able to use this visit to learn from each other and I could not have been more pleased."

Farghal said the strategic relationship between Jordan and the United States has a far-reaching influence



Photo by WALLACE McBRIDE

Mike Molosso, deputy commandant of the Adjutant General School, right, leads Jordanian Maj. Gen. Mohammad Farghal, Brig. Gen. Nawal Al- Nsoor and their support staff on a tour of the Soldier Support Institute's Adjutant General School March 29.

on how soldiers are trained and deployed.

"In the Jordanian armed forces, we have embarked upon what we call, 'Human Capital Initiative,' the purpose of which is to develop our human capital, our human leadership," Farghal said. "We want to go into the future with solid footing."

"I think this is a tremendous opportunity for us to once again share with our allies, a very critical ally to us in the Middle East, what we do and how we manage our most important resource, which is our Soldiers,"

Molosso said. "I'm sure they're interested in that, as well."

Farghal said the Jordanian army is very interested in how the Adjutant General School at Fort Jackson "does business."

"We're interested in the kinds of courses they teach in the Adjutant General School, so we will probably have some further exchanges with Fort Jackson, in that respect," he said.

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LEADER DEADLINES

Article submissions are due two weeks before publication.

For example, an article for the April 19 Leader must be submitted by today.

Announcement submissions are due one week before publication.

For example, an announcement for the April 19 Leader must be submitted by April 12.

Send your submissions to
FJLeader@gmail.com.

For more information, call 751-7045.



Want more Fort Jackson news?
Watch Fort Jackson video news
stories and Victory Updates
at [http://www.vimeo.com/
user3022628](http://www.vimeo.com/user3022628)

Housing Happenings

COMMUNITY UPDATES

❑ To operate a home-based business, residents must receive prior approval and a solicitor's permit. To receive the permit, a solicitation packet must be completed. The packet is available at the Military Police station. Residents must also complete a request form to the Balfour Beatty Communities Management Office. The completed solicitation packet and request form must be submitted to the Directorate of Emergency Services.

❑ Balfour Beatty Communities Foundation award an annual scholarship to high school seniors or undergraduate students. Submissions are due by April 15. For more information, visit www.bbcommunitiesfoundation.org.

❑ The mayoral council is looking for volunteers to serve as mayors. Mayors get credit for volunteer hours, receive training and have the opportunity to improve the quality of life for Fort Jackson residents. Child care is provided while performing mayoral duties. For more information, call 751-7567.

❑ Trampolines are prohibited in the housing area. For more information, view the Balfour Beatty Communities resident guide at www.ftjacksonfamilyhousing.com or contact the management office at 738-8275.

❑ The Yard of the Month Program returns May 1. Yard of the Month winners will be recognized in *The Fort Jackson Leader*, Balfour Beatty Communities website and newsletter. The grand prize winner will also receive a \$50 gift card contest of BBC. Visit the Self Help Center on Ivy Road and browse the lawn and garden tools that can help you cultivate a beautiful yard and flower garden. The center is open Monday through Friday from 8 a.m. to 4 p.m.

❑ LifeWorks events are reserved for on-post housing residents unless otherwise indicated. For questions, comments or suggestions, email ayoungblood@bbc-grp.com.

❑ Refer someone to move on post to receive \$200.

❑ Residents are reminded to leave their trash cans curbside the night before service is scheduled. Once your trash can has been emptied, be sure to stow it properly.

Fort Jackson to celebrate military children all month

By WALLACE MCBRIDE
Fort Jackson Leader

Events are scheduled throughout April on Fort Jackson to recognize the sacrifices of children in military families.

April is the "Month of the Military Child," and this year's theme, developed by the Army Teen Panel, is "Military Kids: Heroes for the Future."

"The purpose of the Month of the Military Child is to honor military children for all the things they end up sacrificing as their parents go to combat or go to unaccompanied assignments," said Cindy Andre-Noel, Child, Youth and School Services outreach coordinator for Fort Jackson. "It's to show them the military realizes they're making sacrifices and to show it appreciates them."

More than 1.7 million children have at least one parent serving in the military. An estimated 900,000 children have had one or both parents deployed multiple times throughout the last ten years.

"Now that troop strength in combat is being drawn down, there's a tendency to just breathe a sigh of relief and think things will all go back to normal," said Lisa Hamlin, IMCOM Child, Youth and School Services director.

Fort Jackson's Month of the Military Child events include:

Saturday — The Spring Jamboree and Egg Hunt

Children ages 12 and younger are invited to attend the Spring Jamboree and Egg Hunt, which lasts from 10 a.m. to 1 p.m., at the Youth Sports Complex.

The event features free activities, games, prizes and an egg hunt. Children will be divided into five different age groups for each egg hunt. Free eco-friendly tote bags will be given to the first 25 families in line. The first hunt begins at noon.

The event will be followed with a screening of the movie, "Hop" at 1 p.m. at the Post Theater. Tickets for the screening are \$3, which covers the cost of admission, a small popcorn, small drink and Easter candy.

Saturday — Flashlight Easter Egg Hunt

Children in middle school and high school can participate in a flashlight egg hunt at 8 p.m. at the Youth Services Center. Participants should bring a flashlight and a bag or bucket to carry eggs.

Monday — U.S. Army Basic Combat Training Museum student tours

Fort Jackson elementary school students will tour the U.S. Army Basic Combat Training Museum. Students will begin arriving in groups at 8:30 a.m. and will learn about what their mothers and fathers do in the Army.

"We're also going to give them basic lessons on soldiering, such as marching, saluting, standing at attention — all in an effort to show them how much we appreciate their sacrifices," said Henry Howe, museum curator.

April 13 — Purple Up!

The second annual "Purple Up! For Military Kids" day is April 13. Everyone is encouraged to wear something purple as a way to thank military children for their strength and sacrifices. Initially a statewide initiative in New Hampshire, the idea has gone viral, and now the majority of the 48 state-level "Operation: Military Kids" programs are helping to turn the once-local event into a national pastime.

April 20 — Health Rocks

Children from kindergarten through fifth grade can participate in a variety of health and fitness activities, and enjoy a healthy dinner. The event takes place from 6:30 to 9 p.m. at the Imboden Street School Age Center.

April 28 — Month of the Military Child Family Fun Fair

The Month of the Military Child is capped with a day of free rides, games and other activities, from 10 a.m. to 3 p.m. at Hilton Field. Food and concessions will be available. The morning begins with the Patriot 5K/Dragon Mile Fun Run at Hilton Field organized by Fort Jackson schools.

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Governor visits post

Gov. Nikki Haley addresses family, friends and graduating Soldiers during the March 29 Basic Combat Training graduation of 2nd Battalion, 13th Infantry Regiment at Hilton Field. After the ceremony, Haley met with the battalion's honor graduates and drill sergeants of the cycle.



Photo by JAMES ARROWOOD,
command photographer



Photo by CAPT. SELINA TOLONEN, Adjutant General School

Capt. Stephanie Shefcheck, a student with Adjutant General Captain Career Course, packs shelf-stable milk into boxes of food, beverages and other items designated for people in need. Shefcheck volunteered as part of the course community service project Saturday at Harvest Hope Food Bank. Twenty-nine students with the course, along with other groups of volunteers from throughout the community, packed more than 3,500 boxes weighing a total of 105,450 pounds in less than four hours.

Soldiers pack hope for the hungry

By CAPT. SELINA TOLONEN
Adjutant General School

Twenty-nine students with Adjutant General Captain Career Course participated in a community service project Saturday at Harvest Hope Food Bank. Harvest Hope is a non-profit, hunger relief organization that collects items to package and deliver to people in need.

“The class as a whole chose to work with HHHFB because (the students) were able to work together as a group outside of the classroom to strengthen their esprit de corps, all while serving those in need,” said Capt. Cher Smith, an instructor with the Adjutant General Captain Career Course.

During the project, students, along with other groups of volunteers from throughout the community, worked as part of an assembly line to package and prepare 3,515 boxes of food and beverages for delivery. The contents of the boxes primarily included fruit juice, canned vegetables, pasta, shelf-stable milk, cereal, peanut butter, and pamphlets from financial organizations

designed to assist people in taking the first steps toward re-establishing financial stability.

“I just kept thinking about the person on the other side of each box as I was packing,” Capt. Dan Washington said. “It meant a lot to me to be able to give back to the community and make a difference because at the end of the day, I know we affected many lives in a big way with just a few hours of our time.”

The boxes, weighing a total of more than 105,000 pounds, were then sealed and stacked onto 30 wooden pallets deemed ready for their monthly distribution.

“What was pretty impressive is that our highly motivated team came together and did all of this in less than four hours, which was the original amount of time we were allotted,” Capt. Kenneth Morris said. “Plus, the HHHFB staff even told us that we packed 500 more boxes than usual.”

Chris Daly, chief operating officer for Harvest Hope, complimented the Soldiers.

“We received fantastic, top-notch reviews on the efficiency and teamwork of

the group — it was incredible,” Daly said. “They even had a noticeable economic impact on our organization by helping us reduce our weekend payroll with their intense level of work.”

Harvest Hope, in partnership with low-income housing apartments, churches, nonprofits, and senior centers, will distribute the boxes to low-income, senior citizens living in 11 of the 46 counties across the state, to include Richland and Lexington counties.

“The boxes that were packed go out to folks who have to make hard decisions late in life, like whether to purchase prescription drugs or food, or medical care or food,” Daly said. “Our goal is to make those decisions a little easier.”

Though Harvest Hope was able to serve 2 million people in 2010, they are always in need of volunteers to help with their growing efforts.

“We had so much fun volunteering that several students have already mentioned that they would like to participate in the program again before the end of the course,” Smith said.

News and Notes

MORTGAGE HELP WORKSHOP SET

A one-day event to assist service members with issues related to home ownership is scheduled from 9 a.m. to 3 p.m., April 11, at the Joe E. Mann Center ballroom. The event offers help with topics like foreclosure mitigation, interest reduction, government programs, short sale, load modification, refinance options, SCRA protections and PCS entitlements. Participants who seek help are asked to bring all necessary mortgage and financial documents. For more information and to register, call 751-9323.

RETIRING FROM SERVICE



JOYE

Lt. Col. Boyd Joye was honored in a Retirement Review ceremony in front of Post Headquarters. Joye retired after 28 years of service. His most recent assignment was with the 167th Theater Sustainment Command at

Fort McClellan, Ala.

HEALTH FAIR SET

The Exceptional Family Member Program and Family, Morale, Welfare and Recreation will host a health and awareness fair from 10 a.m. to 2 p.m., April 13, at the Solomon Center. The theme is “Heart of the Community.” Agencies, organizations, support groups and therapists will be available to provide information about their services.

PROFESSORS SOUGHT

Active duty and active Guard and Reserve lieutenant colonels and majors have the chance to compete this summer for positions as professors of military science with the U.S. Army Cadet Command. To be eligible, officers must have a master’s degree or higher by May 31. For more information, visit www.cadetcommand.army.mil or email pmsboard@usacc.army.mil.

FMWR SURVEY UNDER WAY

An Armywide survey is under way as part of an effort to improve Family and Morale, Welfare and Recreation programs. The survey will be distributed to randomly selected participants in 75 garrisons. Those selected to participate will be contacted by email. The survey will remain open through mid-April. Results will be released later this year.

MACH CONDUCTS PATIENT SURVEY

Patients who went to Moncrief Army Community Hospital for an outpatient visit will be mailed a 25-question Army Provider Level Satisfactory Survey. The survey can be answered via email, telephone or by mail.



Follow the Leader on Twitter at www.twitter.com/fortjacksonpao.

TEST YOUR CREDIT KNOWLEDGE

April is Financial Literacy Awareness month

There are some misconceptions about credit and credit scores, and we in Army Community Services would like to help you separate fact from fiction. Take this quiz to test your knowledge of CREDIT!

1. By law, every American is entitled to which of the following:

- (a) A full, written explanation from the lender when denied credit.
- (b) His or her credit score.
- (c) A free copy of his or her credit report annually from each of the three main credit-reporting bureaus.
- (d) An extra 30-day grace period on all credit card accounts.

2. Which of the following is NOT included in a credit report?

- (a) Public records such as judgments, bankruptcies or tax liens
- (b) Current and previous mailing addresses
- (c) Current and previous employers
- (d) Information about checking and savings accounts

3. You can include a 100-word statement on your credit report.

- (a) True
- (b) False

4. How long does negative information remain on your credit report?

- (a) 7-10 years
- (b) 5-7 years
- (c) 2-5 years
- (d) Forever

5. Which of the following is an example of an installment loan?

- (a) Credit card
- (b) Home Equity Line of Credit (HELOC)
- (c) Car Loan
- (d) Debit card that is connected to a checking account

6. What is a charge-off?

- (a) A notation that you have moved the balance of one credit card to a different card.
- (b) An account that is more than 180 days past due that a creditor can no longer count as an asset.
- (c) A signal to the lender that you have closed a credit account.
- (d) An attempt to borrow more money using a "maxed out" credit card.

7. You have one credit score.

- (a) True
- (b) False

8. Which of the following is a consequence of a low credit score?

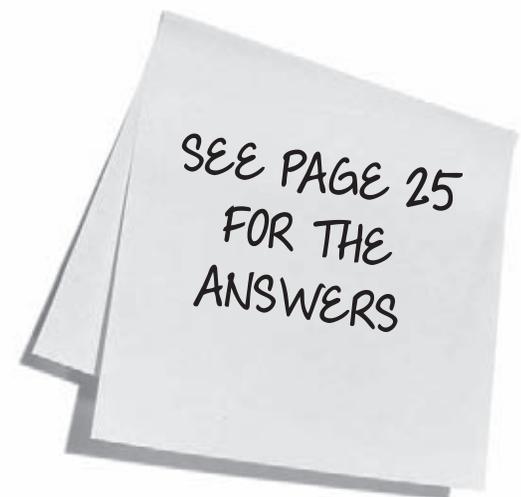
- (a) A higher life insurance premium
- (b) A higher interest rate on a mortgage loan
- (c) Having to make a large down payment to qualify for a car loan
- (d) All of the above

9. You should keep your balance under _____ of your credit limit to protect your credit score.

- (a) 10 percent
- (b) 25 percent
- (c) 50 percent
- (d) 90 percent

10. Which of the following factors is NOT taken into account when factoring your credit score?

- (a) Whether you have a job.
- (b) Whether you pay your bills on time.
- (c) The amount of money you owe.
- (d) The length of your credit history.



It's important to know your credit score

When you apply for credit your reputation is on the line — your financial reputation that is. Whether you apply for a car loan, mortgage, student loan or credit card — lenders want to know what risk they would take by loaning money to you.

Your credit score is a measure of the likelihood that you can be trusted to pay your debt as agreed. A credit score is a number generally between 300 to 850 assigned to rate how risky a borrower you are. The lower your credit score, the more likely you are to default on your debt. Borrowers with higher credit scores represent a lower risk to the lender. Credit bureau scores are often called "FICO scores" because most credit bureau scores used in the United States are produced from software developed by Fair Isaac and Co.

You have three credit scores, one for each of the three

FINANCIAL ADVICE

By *SHERRY WRIGHT*
Army Community Services
Financial Readiness

credit bureaus: Experian, Equifax and Trans Union. Each score is based on information the three credit bureaus keep on file about you in a credit report. A credit report includes information on where you live, how you pay your bills and whether you have been sued or arrested or if you filed for bankruptcy. FICO scores are provided to lenders by the three major credit reporting agencies. FICO scores provide the best guide to future risk based solely on

credit report data.

The Fair Credit Reporting Act entitles each of the credit reporting bureaus — Equifax, Experian and Trans Union — to provide you with a free copy of your credit report at your request, once every 12 months. You can order your free annual credit report online at www.annualcreditreport.com or by calling (877) 322-8228. However, consumers generally are not entitled to a free FICO score. Soldiers and their spouses can obtain a free FICO score at the Army Community Services office by scheduling an appointment with a Financial Counselor.

For more information regarding credit scores, sign up to attend the Financial Literacy Awareness Seminars, 11:30 a.m. to 1 p.m., Monday and April 16 at the Main Post Chapel. Contact Army Community Services at 751-5256.

Milano reflects on command time

Outgoing CG praises drill sergeants, thanks Fort Jackson team

By **SUSANNE KAPPLER**
Fort Jackson Leader

When Maj. Gen. James Milano hands over the reins of the Army Training Center and Fort Jackson to Brig. Gen. Bryan Roberts Tuesday, it will mark the end of Milano's 33-year career in the Army.

Milano said he was shocked by how quickly the years have passed.

"It really hasn't sunk in yet," he said. "I like what I do. I've had a blast doing it. When you do things like that, the time just goes by real fast."

He said he couldn't have asked for a better assignment than Fort Jackson to culminate his military career.

"This has been a thoroughly enjoyable tour of duty for me," Milano said. "It's been a very rewarding 21, 22 months. It really has. I didn't know much about the mission here or anything about Fort Jackson before I got here, but I've been very pleasantly surprised, both on post and off post. There are a lot of people working pretty hard every day to support our Army."

Milano took command of Fort Jackson in June 2010. During his tenure, Fort Jackson has hosted some high-profile events, like the visits of First Lady Michelle Obama and former Secretary of Defense Robert Gates and a concert by Kid Rock. However, one of the things



Kim Milano, a nutritionist, shares her knowledge as a presenter at last year's SELF Symposium. Milano has been active in the Fort Jackson community during her husband's time in command.



Leader file photos

Maj. Gen. James Milano said his high regard for noncommissioned officers, specifically drill sergeants, was reinforced during his time in command of the Army's largest initial entry installation.

that Milano will remember most about his tour here are the people with whom he worked every day, he said.

"One of the things that I'm most proud of is the team we have here," Milano said. "We have great commanders throughout Fort Jackson. We have got great command sergeant major teams. We have great civilian teams out there. ... I think we've made some significant progress in building on the work of my predecessor and continuing on with that to really make everybody on Fort Jackson feel as though they're valued members of our team here."

Milano also expressed his pride in the fact that during his time here, no serious training accidents or injuries occurred.

"We've had a couple of pretty hot summers here these last two summers," he said. "And we've done some very tough, realistic, challenging training, but we've done it safely. One of the things I like to say is, 'Nothing we do in this training environment — absolutely nothing — is worth anybody's life or limb.'"

Milano said that one of the most pleasant surprises after coming here was to experience the support for Fort Jackson from the off-post community. He cited efforts by individuals and volunteer groups, such as the send-off deploying Navy augmentees receive every three weeks.

"I found Columbia, and really this whole surrounding area, to be the most supportive I've experienced in the Army, and I've been all over," Milano said.

One of the priorities Milano focused on during his time in command was strengthening family readiness groups.

"My wife, Kim, and I put a lot of emphasis on family readiness groups, in particular," he said. "There are some who don't think that they're as important in a TRADOC environment as they are in a FORSCOM or operational

“ This has been a thoroughly enjoyable tour of duty for me. ... I didn't know much about the mission here or anything about Fort Jackson before I got here, but I've been very pleasantly surprised, both on post and off post. ”

— **Maj. Gen. James Milano**
Fort Jackson's
commanding general

unit. I couldn't disagree more. It's the best means of getting information out to spouses who want it and helping them feel part of what their spouse is doing."

He said that working in the training environment has reinforced his respect and appreciation of noncommissioned officers in general, and drill sergeants in particular.

"These drill sergeants, every one of them, just bring eye-watering talent with them," he said. "I wish I'd realized when I was a younger officer, a troop commander, what I was getting in my unit when I got a former drill sergeant in. They're good. They're really good."

Milano has a final message to the Soldiers, family members and civilians at Fort Jackson.

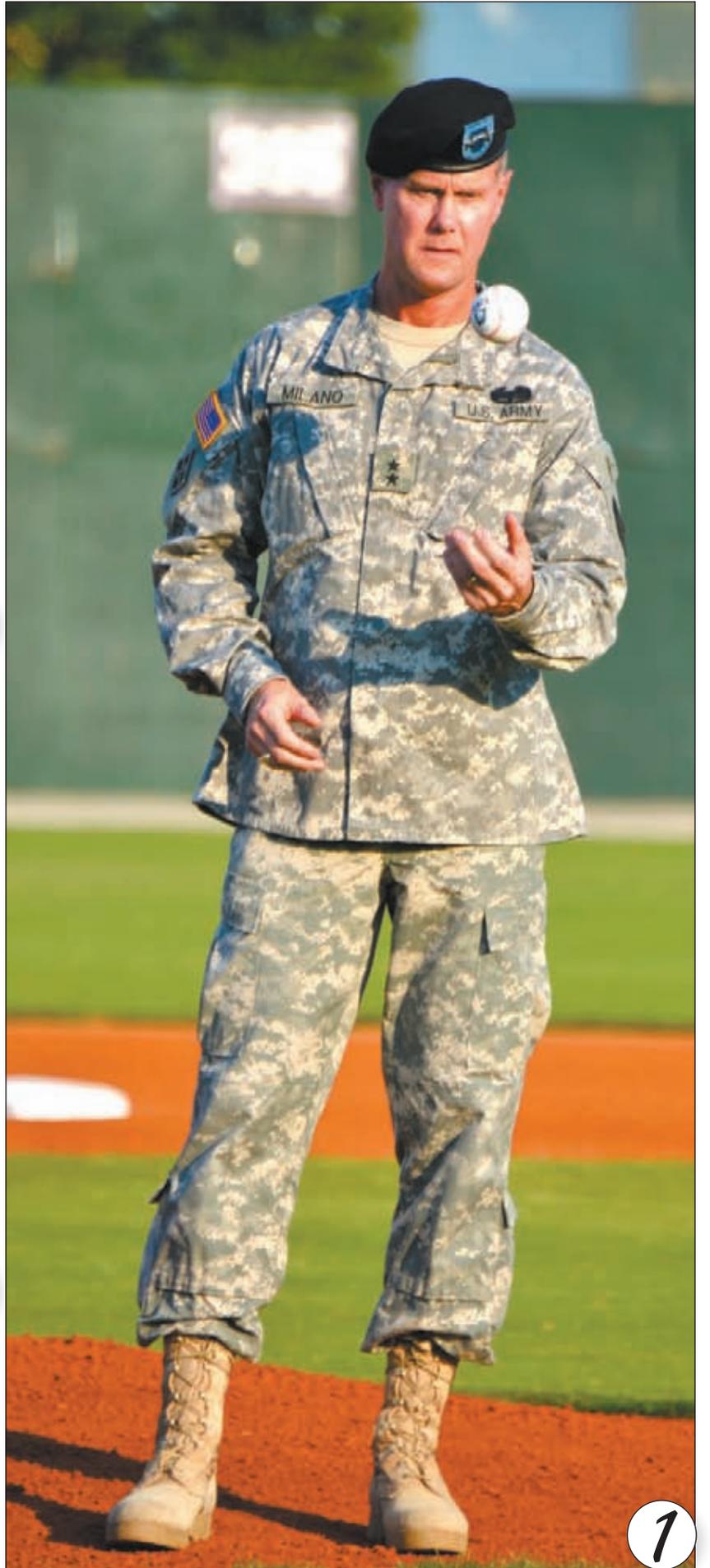
"Thanks. I'm grateful for what they do, not just for Fort Jackson and our families, but for the Army."

Milano's next challenge, as he transitions into the private sector, will take him into the corporate world. He said he accepted a position with Target Corp. that will take him to Chicago.

"Unfortunately, I will not be staying in the area, at least for the short term, ... but I'm pretty excited about the opportunities that lie ahead, and I will always be grateful for having the chance to serve in the Army," he said. "I leave here with my head held very high. I've certainly given it all I can, but I'm real proud of what we've done here, real proud. And it'll continue. That's the great thing about the Army — you go from leader to leader and you try to build on what your predecessor did and make it a little better."

Susanne.Kappler1@us.army.mil

Editor's note: The Change of Command from Maj. Gen. James Milano to Brig. Gen. Bryan Roberts is scheduled for 10 a.m., Tuesday at the Officers' Club.



Leader file photos

Photo 1: Maj. Gen. James Milano prepares to throw out the first pitch before a Columbia Blowfish baseball game last year. Milano, who will relinquish command Tuesday, praised the cooperation between Fort Jackson and various off-post individuals and organizations. Photo 2: Milano speaks with retired Col. Charles Murray, a Medal of Honor recipient who passed away last summer. Photo 3: Milano said one of his fondest memories of his time on Fort Jackson is spending time with new Soldiers, their families and friends during graduations. Photo 4: Milano and his wife, Kim, will start a new chapter in their personal and professional life as Milano transitions into the private sector after 33 years in the Army. Milano has accepted a private-sector job and will move to Chicago.

Date set to turn in unused medication

By **SHANNON CARABAJAL**
Army Medicine

Army installations across the United States are supporting the Drug Enforcement Administration's next National Prescription Drug Take-Back Day, which will take place April 28. This is an opportunity for those who missed the previous events, or who have subsequently accumulated unwanted, unused prescription drugs, to safely dispose of those medications.

According to the DEA, Americans who participated in the DEA's third National Prescription Drug Take-Back Day on Oct. 29 turned in more than 377,000 pounds of unwanted or expired medications for safe and proper disposal at the 5,327 take-back sites that were available in all 50 states and U.S. territories.

When the results of the three prior take-back days are combined, the DEA, and its state, local and tribal law-enforcement and community partners have removed more than 995,000 pounds of medication from circulation in the past 13 months.

"The amount of prescription drugs turned in by the American public during the past three take-back day events speaks volumes about the need to develop a convenient way to rid homes of unwanted or expired prescription drugs," said DEA administrator Michele Leonhart.

"DEA remains hard at work to establish just such a drug

disposal process, and will continue to offer take-back opportunities until the proper regulations are in place," she said.

Fort Jackson community members can turn in their unwanted or expired prescription drugs from 10 a.m. to 2 p.m., April 28 at the Exchange. Needles or liquid medication are not accepted.

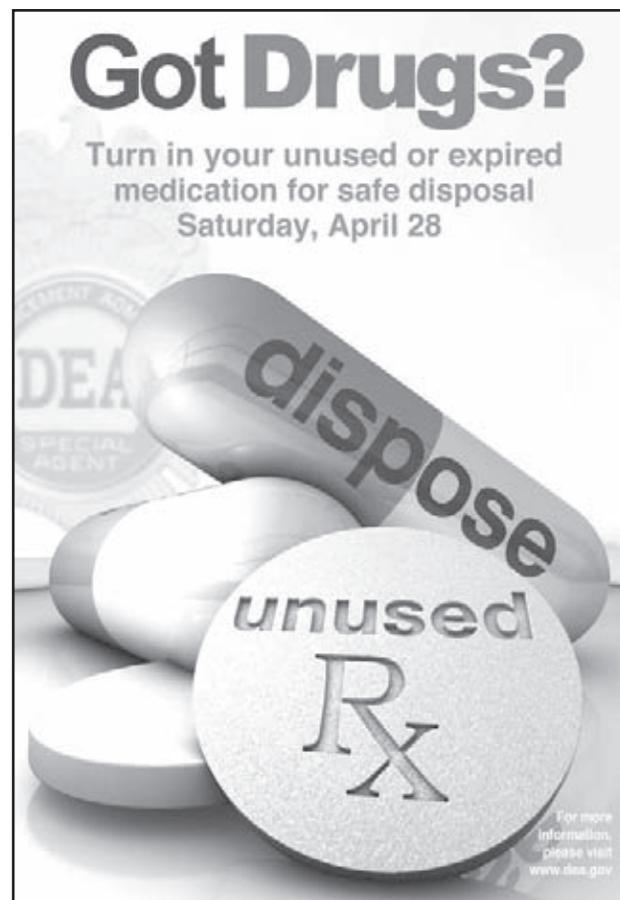
For other turn-in times, locations and details, visit www.dea.gov and click on the "Got Drugs?" banner on top of the home page. This directs beneficiaries to a database where they can find convenient collection locations in their zip code area, county, city, or state.

For those unable to make it to a collection location, unused or expired medicines can be disposed of safely in the household trash by:

- ❑ Mixing them with something that will hide the medicine or make it unappealing, such as kitty litter or used coffee grounds
- ❑ Placing the mixture in a container such as a sealed plastic bag
- ❑ Throwing the container in your household trash.

The FDA recommends flushing as a means of disposal for a limited number of medications, including Oxycontin, Demerol and Percocet, to prevent danger to people and pets in the home. Flushing these medicines will get rid of them right away and help keep your family and pets safe.

For a list of these medications, visit <http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicine-safely/ensuringsafeuseofmedicine/safedispos>.



WILLIAMS continued from Page 2

from customers to let us know how well we are doing. This includes less than satisfactory feedback, which is used to raise the bar of our own performance while making corrections for improvements. Statistics show that dissatisfied customers whose concerns are addressed faithfully continue to depend on your services, whereas those whose issues are not addressed lose confidence. When you receive unsatisfactory feedback, thank the customers for their input and proceed to impress them with your remediation abilities.

The concepts above have yielded some major achievements, such as migration to the DoD Enterprise Email system and, currently, the transition to the Windows 7 platform. These successes are attributed to building solid networks of unit and organization partnerships, strategic communications, and promoting customer service as important and relevant to our mission objectives.

Clearly, there are many services and initiatives to name, but all we can say is, "Thank you," by celebrating your outstanding contributions at our Customer Appreciation Day April 12. This is our opportunity to show hospitality and warmth as we continue to strive toward being ambassadors of great customer service.

One team, one network!

UPCOMING CHANGES OF COMMAND/RESPONSIBILITY

- ❑ **Friday — 187th Ordnance Battalion:** Command Sgt. Maj. Gregory Collinsworth will assume responsibility from Command Sgt. Maj. Cheryl Greene; 9 a.m.; Darby Field.
 - ❑ **April 13 — Garrison:** Command Sgt. Maj. Christopher Culbertson will relinquish responsibility; 9 a.m.; Joe E. Mann Center.
 - ❑ **April 27 — Adjutant General School:** Command Sgt. Maj. Christopher Culbertson will assume responsibility from Command Sgt. Maj. Darlene Hagood; 10 a.m.; SSI auditorium.
 - ❑ **May 11 — 171st Infantry Brigade:** Command Sgt. Maj. William Huffin will relinquish responsibility; 2 p.m.; 171st headquarters.
 - ❑ **May 18 — 193rd Infantry Brigade:** Command Sgt. Maj. Lloyd Julius will assume responsibility from Command Sgt. Maj. Jeffrey Dunkelberger; 9 a.m.; 193rd headquarters.
 - ❑ **June 1 — 2nd Battalion, 39th Infantry Regiment:** Lt. Col. Jason Glick will assume command from Lt. Col. Gregg Blumhardt; 9 a.m.; Officers' Club.
 - ❑ **June 5 — 3rd Battalion, 60th Infantry Regiment:** Lt. Col. Thomas McCardell will assume command from Lt. Col. John Allen; 9 a.m.; Officers' Club.
 - ❑ **June 8 — Adjutant General School:** Col. Todd Garlick will take over as commandant for Col. Robert Manning; time and location to be determined.
 - ❑ **June 12 — Moncrief Army Community Hospital:** Col. Mark Higdon will assume command from Col. Ramona Fiorey; 8 a.m.; MACH.
 - ❑ **June 13 — Moncrief Army Community Hospital:** Command Sgt. Maj. Vincent Bond will assume responsibility from Command Sgt. Maj. Kevin Williams; 8 a.m.; MACH.
 - ❑ **June 15 — 120th Adjutant General Battalion (Reception):** Lt. Col. Vincent Valley will assume command from Lt. Col. Michael McTigue; 9 a.m.; Officers' Club.
 - ❑ **June 22 — 193rd Infantry Brigade:** Col. Joseph McLamb will assume command from Col. Drew Meyero-wich; 9 a.m.; Officers' Club.
 - ❑ **July 12 — Training Support Battalion:** Lt. Col. Neil Mahabir will assume command from Lt. Col. Sula Irish; time and location to be determined.
 - ❑ **July 20 — 171st Infantry Brigade:** Col. Mark Bieger will assume command from Col. George Donovan; 9 a.m.; Officers' Club.
- To announce a battalion level or above Change of Command/Responsibility, call 751-7045 or email fjleader@gmail.com.

Want more Fort Jackson news? Watch Fort Jackson video news stories and Victory Updates at <http://www.vimeo.com/user3022628>

Leader deadlines

Article submissions are due two weeks before publication.

For example, an article for the April 19 Leader must be submitted by today.

Announcement submissions are due one week before publication.

For example, an announcement for the April 19 Leader must be submitted by April 12.

Send your submissions to FJLeader@gmail.com.

For more information, call 751-7045.

Trash talk



Photo by SUSANNE KAPPLER

Stephanie Gillian, solid waste program manager for the Environmental Division, talks about proper disposal of solid waste during the first Eco Series Lunch & Learn lecture at the Thomas Lee Hall Library Tuesday. The eco series is scheduled for noon, Tuesdays throughout April. Next Tuesday, Heather Thomas, hazardous substance program manager, will talk about minimizing hazardous household materials. Attendees are invited to bring their own lunch. Coffee, tea and snacks are provided.

Interfaith dialogue



Photo by JULIA SIMPKINS, U.S. Army Chaplain Center and School

Chaplain (Maj.) Abdullah Hulwe, a small group leader with the U.S. Army Chaplain Center and School, speaks to Canadian army chaplains during their visit to USACHCS March 28. The chaplains, including one rabbi and two imams, visited USACHCS to discuss chaplain training for non-Christian faith traditions. During the day-long visit, Hulwe and Chaplain (Maj.) Henry Soussan, a rabbi at USACHCS, showed the guests how the Army trains chaplain candidates and new chaplains regarding religious sensitivities.

Welcome home



Photo by JAMES ARROWOOD, command photographer

Soldiers and civilians returning home from deployment are recognized during Basic Combat Training graduation March 31 at Hilton Field. The Soldiers recognized were Capt. Ricardo Phillips, Staff Sgt. Charles Weston, Staff Sgt. Justin Jones (all 187th Ordnance Battalion); Sgt. 1st Class Luis Barajas, 4th Battalion, 10th Infantry Regiment; Sgt. 1st Class Richard Fulton, 120th Adjutant General Battalion (Reception); and Staff Sgt. Jesus Harte, 193rd Infantry Brigade. The civilian recognized was Sandy Chambers, Red Cross.

Infantry honor



Photo by KAREN SOULE, public affairs officer

Sean O'Brian, post safety director, receives the Order of Saint Maurice medal from Col. Ken Royalty, Fort Jackson chief of staff. The Order of Saint Maurice is awarded for serving the infantry community with distinction; making a significant contribution in support of the infantry; and representing the highest standards of integrity, moral character, professional competence and dedication to duty. O'Brian's award represents his previous service in uniform as well as his current work in the Army safety program as a civilian.



Saluting this Basic Combat Training cycle's honorees

DRILL SERGEANTS OF THE CYCLE



**Staff Sgt.
Curtis Phillips**
Company D
2nd Battalion,
60th Infantry Regiment

**SOLDIER LEADER
OF THE CYCLE**
Pfc. Jesseca Litrell

SOLDIER OF THE CYCLE
Pvt. Nicholas Coggin

HIGH APFT SCORE
Pfc. Joy Murphy

HIGH BRM
Pvt. Cody Lybrook



**Sgt.
Noe Arenas-Martinez**
Company E
2nd Battalion,
60th Infantry Regiment

**SOLDIER LEADER
OF THE CYCLE**
Pfc. Lee Russell

SOLDIER OF THE CYCLE
Pfc. Bryan Brasher

HIGH APFT SCORE
Spc. Ryan Holly

HIGH BRM
Spc. Tyler Conner



**Sgt. 1st Class
Latarsha Middleton**
Company F
2nd Battalion,
60th Infantry Regiment

**SOLDIER LEADER
OF THE CYCLE**
Pvt. Armanolo Salazar

SOLDIER OF THE CYCLE
Pvt. Jordan Archibald

HIGH APFT SCORE
Spc. Stephanie Gempp

HIGH BRM
Pvt. Antonio Haynes

April Promotions

Name	Rank
BLACK, William R.	COL
CURTIS, Tony B.	COL
VANNATTER, Marvin G.	COL
BAKER, Koo	LTC
BOLIO, Brian C.	LTC
COLE, Steven R.	LTC
NELSON, John E.	LTC
NOREIGA, Quentin C.	LTC
RUFENACHT, Jonathan A.	LTC
DANIELS, Regina G.	MAJ
ARTHUR, Nikidra N.	1LT
MAHMOUD, Jennifer L.	1LT
FITCH, Jacqueline M.	CW5
JOHNSON, Randal E.	CW4
TOWLES, Keisha D.	CW4
WESTBROOK, Temeko	CW3
ROMERO, Tony A.	SGM
HILL, Jacqueline F.	MSG
BUENTELLO, Crecencio P.	SFC
BURNETTE, Leonard E.	SFC
HERRING, Cole L.	SFC
PETERSON, Scott M.	SFC
THOMPSON, Jeffrey Jr.	SFC
JACKSON, Laquina S.	SSG
SALKOWSKI, Joseph F.	SSG
COLLIER, Anita S.	SGT
FRAZIER, Jocelyn	SGT

For more Fort Jackson photos, visit www.flickr.com/fortjacksonpao



Friday, April 6 — 1:30 p.m.
African Cats PG

Friday, April 6 — 7 p.m.
Act of Valor R

Saturday, April 7 — 4 p.m.
Wanderlust R

Sunday, April 8 — 2 p.m.
Act of Valor R

Wednesday, April 11 — 1:30 p.m.
Wanderlust R

Wednesday, April 11 — 4 p.m.
Act of Valor R

Friday, April 13 — 4 p.m.
Alpha & Omega PG

Friday, April 13 — 7 p.m.
Project X R

Adults: \$4.50
Children (12 and younger): \$2.25

For more listings, visit www.aafes.com or call 751-7488.

Restaurant opens



Photo by WALLACE McBRIDE

Popeye's opened for business on Lee Road last Saturday. Above, Col. James Love, garrison commander, Col. Stephen Yackley, Fort Jackson's deputy commanding officer, Don Sydlík, Exchange general manager, Melissa Bowen, business consultant and Roxann Chamberlain, Popeye's manager, cut the ribbon Friday during a VIP gathering at the restaurant.

Calendar

Saturday

Spring jamboree

10 a.m. to noon, Youth Sports Complex

Saturday

Planting day

10 a.m. to 1 p.m., garden plots on Washington Road

Volunteers can help plant a garden plot for veterans with disabilities. For more information, call 629-5589 or 782-2587.

Monday

Employee Assistance Program supervisory training

9 a.m., Post Conference Room

The training will cover EAP services offered and the referral process. For more information, call 751-5007.

Tuesday

Eco series lunch and learn

Noon to 1 p.m., Thomas Lee Hall Library

The topic of the presentation is, "Minimizing household hazardous materials: Bringing green inside."

Tuesday

AG Corps Regimental Association Carolina Chapter meeting

11:30 a.m. to 1 p.m., Officers' Club

Tuesday, April 17

"Heart 2 Heart" golf tournament

9 a.m., Fort Jackson Golf Course

Tuesday, April 17

Eco series lunch and learn

Noon to 1 p.m., Thomas Lee Hall Library

The topic of the presentation is, "The longleaf pine ecosystem and restoration efforts on Fort Jackson."

Wednesday, April 18

Shred day

9 a.m. to 1 p.m., Recycling Center

Friday, April 20

Volunteer recognition ceremony

10 a.m., Solomon Center

Saturday, April 21

Lake clean-up

9 a.m. to noon, Semmes Lake

All volunteers will receive a tree seedling.

Tuesday, April 24

Eco series lunch and learn

Noon to 1 p.m., Thomas Lee Hall Library

The topic of the presentation is, "Endangered, threatened and rare plant and animal species on Fort Jackson."

Friday, April 30

Reserve Officers Association golf tournament

9 a.m., Fort Jackson Golf Club

For more information, visit www.roa.org/SC-ch06.

Housing events

All events are held in the Community Center, 520 Brown Ave., unless otherwise specified. Call 738-8275 for information.

Tuesday, April 10

Ladies' night book exchange and wine glass painting

Learn how to paint wine glasses and take the opportunity to exchange books, mainly romance novels. RSVP is required by today. To RSVP, call 738-8275 or email ayoungblood@bbcgrp.com.

Tuesday, April 10

Bike registration, 3 to 4 p.m.

Register your bike with the Directorate of Emergency Services.

Announcements

PARKING LOT CLOSURE

The parking lots of the Joe E. Mann Center and the Post Conference Room will be closed to the public from 7:30 to 10 a.m., April 13 because of a ceremony. Only guests attending the ceremony will be authorized to park in those lots during that time frame.

BASIC SKILLS COURSE

The next Basic Skills Education Program will run May 1-25. Classes meet from 8 a.m. to 2 p.m., Tuesdays through Thursdays. Applications can be picked up at the Education Center. The program provides Soldiers with remediation in reading, mathematics and test-taking skills.

VOLUNTEENS SOUGHT

The Fort Jackson Red Cross will accept application for its VolunTEEN summer program beginning Tuesday. Applicants must be 14 or older. VolunTEENS work at Moncrief Army Community Hospital alongside medical professionals. Applications can be submitted through May 21. For more information, call 751-4329.

NEW SKIES CLASSES

SKIESUnlimited will offer creative movement and pre-ballet classes beginning Saturday. Creative movement is for children 2 to 4 years old and is scheduled from 10 to 10:30 a.m., Saturdays. Pre-ballet is for children 4 and 5 years old and is scheduled from 10:45 to 11:30 a.m., Saturdays. SKIESUnlimited has scheduled parent and child, preschool, beginner and intermediate swimming lessons, which will be offered through April 26. A parent and child tumble tots class is set to begin Friday and will take place from 10 to 10:30 a.m., Fridays. For more information, call 751-6777.

HEALTH AND AWARENESS FAIR

The Exceptional Family Member

Program and Family, Morale, Welfare and Recreation will host a health and awareness fair from 10 a.m. to 2 p.m., April 13, at the Solomon Center. The theme is "Heart of the Community." Agencies, organizations, support groups and therapists will be available to provide information about their services.

FORECLOSURE REVIEW

Service members who faced foreclosure in 2009 or 2010 may be eligible for a free, independent case review. The deadline to apply for the review is April 30. For more information, call 751-5256 or visit www.occ.treas.gov and click on "Independent Foreclosure Review."

USA STAFFING TOWN HALLS

The Civilian Personnel Advisory Center will host a series of town hall meetings to inform the Fort Jackson community about the new USA Staffing recruitment and placement system, which will take effect April 23. The following events are scheduled:

☐ Post Theater

Friday: 9 to 10:30 a.m.

Tuesday and April 13: 1:30 to 3 p.m.

☐ Soldier Support Institute auditorium

Monday: 2 to 3:30 p.m.

Monday and Tuesday: 9 to 10:30 a.m.

TAX CENTER

The Fort Jackson Tax Center is open from 10 a.m. to 7 p.m., Monday through Friday. For more information and to schedule an appointment, call 751-5829.

EXTENDED CHILD CARE

Imboden Street Child Development Center now offers enhanced extended hours care to provide overnight and weekend child care. The service is available to Soldiers who have verification from their chain of command that mission requirements necessitate the child care. For more information, call 751-1672 or email [Rose.Edmond@us.army.mil](mailto:Edmond@us.army.mil).

AA OPEN MEETINGS

Alcoholics Anonymous open meetings are scheduled from 9 to 10 a.m., Wednesdays and Fridays at 9810 Lee Road. For more information, call 751-6597.

FINANCIAL LITERACY MONTH

Army Community Services will host a variety of seminars throughout April to observe Financial Literacy Month. Topics include credit basics, credit reports, paying off debt, stocks and more. For more information, visit <http://fortjacksonmwr.com/acs/> and click on "Financial Literacy Month."

THRIFT SHOP NEWS

The Thrift Shop will be closed until Tuesday. Customer appreciation day is scheduled for April 18. The store has a number of gowns available as part of its Golden Carriage Program. The program

provides formal wear for female sergeants and below and wives of sergeants and below. The Thrift Shop is open from 9 a.m. to 3 p.m., Tuesdays and Thursdays, and from 9 a.m. to 5 p.m., Wednesdays. Organizations may submit welfare applications throughout the year. Anyone can shop at the Thrift Shop, but only military ID card holders can consign items.

LUNCH WORKOUT

The 187th Ordnance Battalion Functional Training Center offers lunchtime workouts at noon, Tuesdays and Fridays, at 2250 Sumter Ave. For more information, call 751-9740 or email [Sophie.Hilaire@us.army.mil](mailto:ophie.Hilaire@us.army.mil).

Visit the community calendar at www.jackson.army.mil for a full listing of calendar events.

Send your announcements to fjleader@gmail.com. Community announcements may be edited to comply with Leader style and Public Affairs regulations. Announcements are due one week before the publication date. For more information, call 751-7045.

For information about classified advertising, contact Camden Media Co. at 432-6157. Classified ads may also be sent by fax to 432-7609 or by email to skaress@ci-camden.com.

School notes

RICHLAND ONE PRE-K DEADLINE

The deadline for parents to register their children for Richland One's pre-kindergarten program has changed. Parents now have until June 1 to enroll their 4-year olds. For more information, call 231-6882/6709.

ON-POST SCHOOLS REGISTRATION

School registrars will send home a letter Monday along with the required form for parents to register for the next school year. The deadline to return the completed form is April 20.

RICHLAND ONE TRANSFER SEASON

Richland One is accepting transfer requests until May 1. Application forms are online at www.richlandone.org. For more information, call 231-6944.

Off-post events

The Fort Jackson Leader accepts only off-post announcements for those organizations or events that directly relate to service members and their families.

PURPLE UP FOR MILITARY KIDS

South Carolina Operation: Military Kids is encouraging everyone to wear purple April 13 as a show of support for military children. For more information, visit www.scomk.org.

Celebrate Easter by serving Christ

By **CHAPLAIN (CAPT.) RANDY PERRY**
Task 2nd Battalion, 39th Infantry Regiment

“Why do you seek the living among the dead? He is not here, but has risen.” (Luke 26:5b-6a)

As the Easter holidays are approaching, Christians prepare for the most joyful celebration of the resurrection of the Lord Jesus Christ. He is alive. He is sitting at the right hand of his heavenly Father in heaven, waiting for that day that only God the Father knows.

Scriptures proclaim that he will return to a fallen world that is weary from centuries of sin — destruction from wars, sickness, disease, economic crises and uncertainty. We are so fortunate to be living in such an incredible (biblically prophetic) time in history. In fact, I believe we are living in the most exciting time in the history of mankind.

We indeed have so much to be thankful for. It is one of the most important special times of the year as preparations are being made for the Good Friday and Easter sunrise services. It is a great time of celebration for all believers because death could not hold Jesus Christ, the only begotten son of God, Lord of lords, King of kings, Prince of Peace, Almighty God.

Luke 26:5b-6a makes a very relevant statement to us now, just as it did to those who lived with Jesus while he was on the earth. In many ways we, too, can tend to look for Jesus in the tomb. But, praise be to God, he’s not there.

Some people think of Jesus as once being alive, as though he was once great, but I submit that he was not subjected to death but only three days. He triumphantly rose from the dead and he is alive and well in heaven. He is coming back at the appointed time, I feel, in the near future to restore order to a lost and dying world.

If Jesus was dead, he would not be able to intercede for us today. But because he lives, he stands in the gap between God and man. Because he lives, he has the power to act as Lord. Our Lord is not dead. He has all power and authority in heaven and sits at the right hand of God, the Father.

What other god ever loved his own people so much that he would sacrifice his own life to save them? What



man, ever in the history of mankind, ever sacrificed himself only to rise from the dead? Only one man, the God man, Jesus Christ, the Son of the living God, gave his own life for us and lives now interceding for all who put their trust and faith in him as Lord of their lives.

He lives, so we live victoriously. If this wasn’t true, our faith would be in one who was powerless to be Lord of all. He lives. He is living and breathing right now in heaven and he is coming back one day. Jesus is Lord of all!

The word of God says in Philippians 2, verses 9-11, “Therefore God exalted him to the highest place and gave him the name above every name, that at the name of Jesus every knee should bow, in heaven and on earth and under the earth, and every tongue confess that Jesus Christ is Lord, to the glory of God the Father.”

Serve the risen Lord today with a clean heart with joy and thanksgiving and may each of you be blessed as we prepare our hearts to celebrate Easter on Sunday.

Hallelujah! Praise the Lord! He is alive!

SPECIAL WORSHIP SERVICES

The following special worship services have been scheduled:

Today

— Holy Thursday (Catholic): 7 p.m., Main Post Chapel

Friday

— Passover Seder (Jewish): 7 p.m., Chabad Aleph House
 — Good Friday (Catholic): 7 p.m., Main Post Chapel
 — Good Friday (Protestant): 7 p.m., Solomon Center

— Good Friday (Daniel Circle Chapel): 7 p.m., Solomon Center

Saturday

— The Vigil of Easter (Catholic): 9:30 p.m., Main Post Chapel

April 8

— Easter (Catholic): Renewal of Baptism Promises and Celebration of Easter Mass (troops only): 9:40 a.m., Solomon Center
 — Easter (Catholic): Renewal of Baptism Promises, 11 a.m., Main Post Chapel

— Postwide Easter Service: 8 a.m., Solomon Center

— Easter (Anglican): 8 a.m., Anderson Chapel

— Easter (Hispanic Protestant): 9:30 a.m., Anderson Chapel

— Easter (Latter Day Saints): 9:30 a.m., Main Post Chapel

— Easter (Protestant): 9:30 a.m., Main Post Chapel

— Easter (Daniel Circle Chapel): 10:15 a.m., Daniel Circle Chapel

— Easter (ChapelNEXT): 11 a.m., Memorial Chapel

— Easter (Church of Christ): 11:30 a.m.

Follow the Leader on Twitter at www.twitter.com/fortjacksonpao.

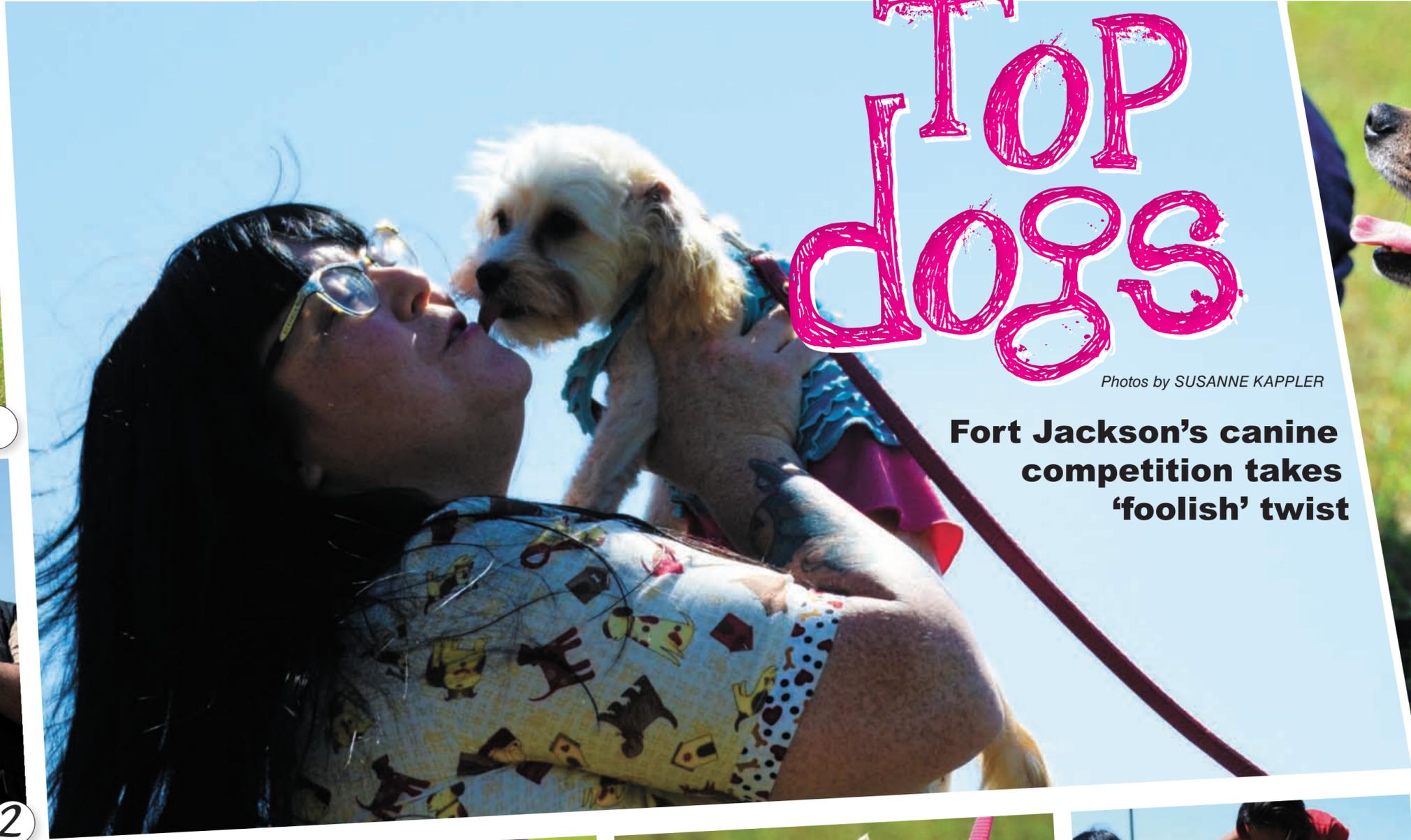


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facebook





The April Fool-ish dog show Sunday at the Youth Sports Complex featured some of Fort Jackson's cuddliest competitors. Main photo: Lucy, competing in the 'best kisser' category, tries to score extra points with judge Theresa O'Hagan. Photo 1: Jack balances a treat on his snout, competing in the 'most unique trick' category. Photo 2: Judge Ed Perez inspects Layla's adorability up close in the 'cutest puppy' contest. Photo 3: Competitors Layla and Blue get to know each other. Photo 4: Coco dons her Halloween outfit for the 'best costume' competition. Photo 5: Layla, who won the 'prettiest eyes' contest, takes a play break. Photo 6: Shortie performs his award-winning 'chase a squirrel' trick for the judges. Photo 7: Shortie celebrates his chihuahua heritage with a Mexican outfit.

CMYK

CMYK

Library announces spring events

By **THERESA O'HAGAN**
Family and Morale,
Welfare and Recreation

From eco-lectures to ladies night out, the Thomas Lee Hall Library is springing into action with something for everyone this April.

Get ready for Earth Day with eco lectures at the library presented by the Fort Jackson Environmental Division. Bring a brown bag lunch — coffee and tea will be provided — and learn new and innovative ways to reduce, reuse and recycle. Eco lectures will be held every Tuesday at noon throughout April.

As the weather warms up, most folks start to think about summer, and summer means summer attire. For those wanting to be in better shape for the warmer months, the library offers fitness lectures, beginning April 13 at noon. Bring a (hopefully healthy) lunch and learn more about working fitness into your daily routine. Lectures are scheduled for April 13, May 11 and June 8 at noon.

Of course, the library also has reading programs. For the very youngest of library patrons, there is the Mommy and Me program. This program will be offered April 12 and 27 at 11 a.m.

"This is a perfect program for new mommies who want to learn how to engage their little ones with rhythm and movement. Age appropriate materials will be available for check-out. Short and sweet, this program is sure to get baby giggling," said Cecilia Hem Lee, youth services librarian.

"Sleepy Storytime" is popular with fam-

ilies and is open to children from birth to age 8. Bring the little ones in their pajamas all set for quiet soothing stories to get them sleepy and ready for bed.

Everyone is invited to join the Victory Readers Book Club. For those who have put off reading classics, best sellers and more, now is the perfect time to start. The Victory Readers Book Club meets the first Thursday of every month at noon. Book kits are also available for local book clubs. Stop by the library to get the book of the month. April's selection is *The Sea Captain's Wife*.

Enjoy a fun and relaxing evening with the ladies, April 10, at 6 p.m. The library is partnering with Balfour Beatty Communities to offer a ladies night book exchange.

Bring your old paperbacks and swap them at the Balfour Beatty Community Center. Refreshments will be served. Participants can also decorate a wine glass to take home. This event is for adult ladies only. RSVP is required to ensure the proper amount of materials for the craft project. Please RSVP to Alan Youngblood at 738-8275.

"In furthering our partnership with the library, we look forward to providing busy ladies on post the opportunity to take an evening to focus on themselves," said Alana Youngblood, Lifeworks coordina-

tor, Balfour Beatty Communities.

"This is a great chance for new ladies who have just arrived to Fort Jackson to get out and make new friends while participating in a great program."

At the library, there is a whole world waiting to be discovered. Learn a new hobby or refine your skills, learn a new language, find a new recipe, or get answers to life's burning questions. For more information about the library or library programs, call 751-5589.



FMWR calendar

THURSDAY

- ☐ Visit **Century Lanes** for food, fun and bowling.
- ☐ **Victory Bingo**, 2 to 11 p.m.
- ☐ Sleepy Storytime at the **Post Library**, 6:30 to 7 p.m. Come in pajamas and go home ready for bed.
- ☐ **Magruder's Pub and Club** happy hour, 4:30 to 6:30 p.m. Appetizers are available, while they last.

FRIDAY

- ☐ Look what I can do, **Thomas Lee Hall Library**. Call 751-5589 for more information.
- ☐ Visit the **Officers' Club**, 11 a.m. to 1:30 p.m. for the seafood buffet.
- ☐ **Victory Bingo**, starts at 2 p.m.
- ☐ Dance to a variety of music provided by DJ Randall at **Magruder's Club**, 9 p.m. to 3 a.m. Magruder's Club is located in the back of Magruder's Pub. Cover charge is \$5 for civilians and \$3 for military. Every other Friday, sing along to Linda's Carraoke Karaoke. Be early for happy hour, 4:30 to 6:30 p.m. Appetizers are available, while they last.
- ☐ Every Friday is Artistic Expression with Jake at 6:30 p.m. in the Teen Room at the **Youth Services Center**.

SATURDAY

- ☐ **Victory Bingo**, starts at 1 p.m.
- ☐ Step Team practice, 2 p.m., dance room at the **Youth Services Center**.

SUNDAY

- ☐ Enjoy a traditional Sunday brunch buffet at the **Officers' Club**, 11 a.m. to 1:30 p.m.
- ☐ **Victory Bingo**, starts at 10 a.m.
- ☐ Every Sunday is Family Day at the **Youth Center**, 2-6 p.m.

WEDNESDAY

- ☐ Victory Readers Club, 6 to 8 p.m., **Post Library**.
 - ☐ **4-H Club** meets 4 to 5 p.m.; for grades 1-5. Call 751-1136 for information.
- For a full calendar of events, visit www.fortjacksonwr.com.

ONGOING OFFERS

- ☐ The Officers' Club specializes in wedding receptions, anniversaries, promotions and other special occasions. For more information, call 782-8761.
 - ☐ The Officers' Club is open for lunch Tuesday through Friday, 11 a.m. to 1:30 p.m.
 - ☐ Child, Youth and School Services provides child care and youth programming on Saturdays at no cost for active-duty parents who must work to meet mission requirements. Others requiring care may sign up, but will pay the usual hourly rate. All users must be signed up with Child, Youth and School Services. Registration is free at the Central Enrollment Office in the Joe E. Mann Center. For more information, call 751-4865.
- For a full calendar of events, visit www.fortjacksonwr.com.



Watch Fort Jackson video news stories at <http://www.vimeo.com/user3022628>



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FIRST RESPONDER

Lt. Col. Raymond Simons
Director, Emergency Services

Maj. Bradford Fisher
Provost Marshal

Sgt. Maj. Bruce Sirois
Provost Sergeant Major

Bill Forrester
Fire Chief

The following are incidents compiled from reports, complaints or information received from the Fort Jackson Provost Marshal Office.

The incidents reflected are not an adjudication attesting to the guilt or innocence of any person and are provided for informational and reflective purposes only.

CASES OF THE WEEK

□ A civilian was arrested for carrying a concealed weapon in his book bag on the installation. According to police reports, the man carried a high point .40-caliber weapon.



□ A motorcycle rider sustained minor injuries that were treated at the scene of an accident, police reports indicate. The operator of the motorcycle dropped his bike while riding through a parking lot, military police said.

crimestoppers
1-888-559-TIPS
www.midlandscrimestoppers.com

FORCE PROTECTION THOUGHT OF THE WEEK

Crime Prevention

Lock Storage Areas

Lock Your Car
Lock Your Car

Use Outlets

Know where you are and who is around you

Follow the Leader on Twitter
at www.twitter.com/fortjacksonpao.

ANSWERS TO CREDIT QUIZ:

Continued from Page 8

Answer 1.

(C) The Fair and Accurate Credit Transaction (FACT) Act gives all Americans the right to request a free copy of his or her credit report annually from each of the three main credit-reporting bureaus (TransUnion, Experian, and Equifax).

Answer 2.

(D) Your credit report will not contain any information about your non-credit accounts, such as a savings or checking accounts. However, some banks may offer you a "Line of Credit." If you overdraw your checking account, you can use the line of credit to prevent bounced checks. Once a line of credit is used, it is a loan and loan information may be included in your credit report.

Answer 3.

(True) You have the right to include a brief statement on your credit report that will be viewable to anyone who accesses it. You can use the statement to indicate you've been a victim of fraud or that you are in the process of correcting inaccurate data on your report. The statement usually remains on your report for two years unless you ask to have it removed sooner.

Answer 4.

(A) Most negative information will be deleted from your credit report after seven years with the exception of bankruptcies, which will stay on your report for 10 years. If negative informa-

tion stays on your report longer, you can request that it be removed by the credit-reporting bureau. Note that tax liens can stay on your report until the IRS removes them, and student loan defaults will stay until they are paid off.

Answer 5.

(C) An installment loan, such as a car loan, is paid in equal, regularly scheduled payments. The lender and borrower agree up front to the terms of the loan, including the total owed, interest rate, number and amount of payments, and how long the borrower has to pay off the loan in full.

Answer 6.

(B) A "charge-off" account is seriously past due, so much so that the lender's accountants will no longer allow it to be listed as an asset. A charge-off does not mean that the debt is no longer owed. In fact, the lender can still attempt to collect the balance plus interest and fees.

Answer 7.

(False) Businesses market a number of credit scores, all based on their own scale and formulas, so it's possible to have many credit scores. The FICO score, developed by Fair Isaac, is the most widely used by lenders.

Answer 8.

(B) A low credit score can wreak havoc on your financial future in a number of ways. People with low credit scores may

be deemed "risky" by lenders and insurers. To hedge that extra risk, lenders and insurers may charge higher interest or increase premiums. Paying bills on time and keeping credit card balances low can improve your score. As a general rule of thumb, a score above 720 is considered to be good credit, and a score below 600 is considered to be poor.

Answer 9.

(C) When one credit card account has a balance higher than 50 percent of its maximum limit; it can lower your credit score.

Answer 10.

(A) Whether you have a job is not included when factoring your credit score. Neither is your marital status, annual salary, country of origin or sex. Instead, your credit score is based on the following factors:

- Whether you pay your bills on time (35 percent)
- The amount of money you owe (30 percent)
- The length of your credit history (15 percent)
- How many types of credit accounts you have (10 percent)
- The number of credit accounts you've opened recently (10 percent)

If you are interested in learning more about credit and how it affects you, Army Community Services will offer a seminar from 11:30 a.m. to 1 p.m., April 9, at the Main Post Chapel (lower level activity room). For more information or to sign up to attend the seminar, call 751-5256.



LEADER DEADLINES

Article submissions are due two weeks before publication.

For example, an article for the April 19 Leader must be submitted by today.

Announcement submissions are due one week before publication.

For example, April 19 Leader must be submitted by April 12.

Send all submissions to
FJLeader@gmail.com or call 751-7045.

Moncrief offers language services

By **CANDICE DULANEY**

Moncrief Army Community Hospital

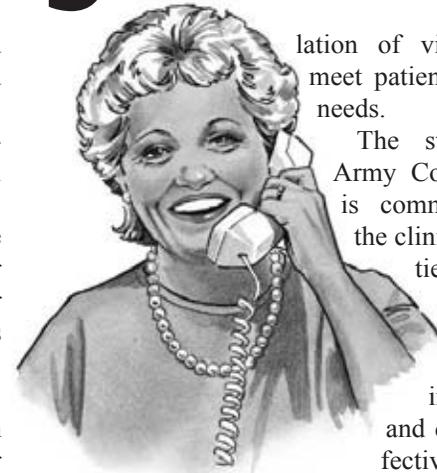
Every day, thousands of patients with limited English skills face communication barriers when receiving exams, lab tests or medications. More than 50 million people in the United States — or approximately one in every five — speak languages other than English at home and more than 176 different languages and dialects are spoken across the nation.

Many of those people have difficulty communicating their medical histories and understanding health care instructions. Their questions are often misunderstood, and medical decisions are made without their knowledge, understanding or consent. Doctors can also have trouble

understanding the many cultural observances that could affect the treatment they provide to those patients and poor communication can lead to poor care.

The Language Line over-the-phone interpretation service interprets in more than 170 languages. It is a toll free around-the-clock service that is available at MACH. Providers can show the person the languages listed. The message underneath each language says, "Point to your language. An interpreter will be called. The interpreter is provided at no cost to you." Language Line Services interpreters are trained, certified and have strict privacy standards.

Language Line video interpreter service for American Sign Language is available for people who are deaf or hard of hearing. Additionally, a Language Line document translation service is available for written trans-



lation of vital documents to meet patients' communication needs.

The staff of Moncrief Army Community Hospital is committed to meeting the clinical needs of its patients by preventing errors and avoiding inaccuracies that negatively impact the safety and quality of care. Effective communication is an essential component of quality care and patient safety.

TRICARE expands 'Blue Button' service

From TRICARE Management Activity

A newly upgraded feature on TRICARE Online now allows users to access expanded personal health data, including lab results; patient histories and diagnoses; and provider visits.

These features expand the current Blue Button capability, which already allowed beneficiaries to, safely and securely, access and print or save their demographic information, and allergy or medication profiles. Available at www.tricareonline.com, the Blue Button features will further encourage beneficiaries to actively engage in their health care. The level of data available will depend on where treatment occurs, with the most data available to those who regularly get care at military hospitals and clinics.

"These new capabilities are a major step forward in engaging military health system patients as partners in their own health care," said Navy Rear Adm. Christine Hunter, deputy director of TRICARE Management Activity. "Personal electron-

ic health records can also improve care by conveying accurate patient information between providers, avoiding duplication of tests and reducing delays in treatment."

The Blue Button was fielded by TRICARE and made generally available by other federal health care providers last year. It is the result of a close inter-agency partnership between the departments of Defense and Veterans Affairs and the Centers for Medicare and Medicaid. Blue Button already has more than 250,000 users.

"Innovations like the Blue Button are great examples of how health care information technology can keep institutions like TRICARE, CMS and VA on the vanguard of patient care by enabling safe, secure access to their electronic records," said John Gingrich, chief of staff at VA. "TRICARE has raised the bar on what can be accomplished when our agencies work closely together."

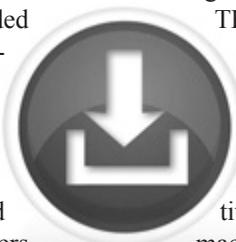
TRICARE Online is the Military Health System's Internet point of entry

that provides more than 9.6 million TRICARE beneficiaries with access to available health care services and information through an enterprise-wide secure portal.

TRICARE Online users who receive their care at a military treatment facility can schedule appointments, order prescription refills and view their personal health data. Other users with active prescriptions at a military pharmacy can also request a refill for those prescriptions.

"The Blue Button efforts are just another example of how DoD and VA are working together to shape the future of health care IT collaboration, interoperability and transparency for the patients and families we serve," said Dr. George Peach Taylor Jr., the acting principal deputy assistant secretary of defense for health affairs. "We could not have accomplished this without the continuing strong collaboration between DoD and the VA."

To learn more, visit www.tricareonline.com or www.health.mil/mhscio.



MACH UPDATES

GYNECOLOGY CLINIC UPDATE

The Moncrief Army Community Hospital Gynecology Clinic is now serving all beneficiaries, including family members and retirees. To schedule an appointment, call 751-2251 or 751-CARE (2273).

The clinic offers the following surgical services: laparoscopic hysterectomy; minimally-invasive bladder suspensions; laparoscopic myomectomy for uterine fibrosis; uterine ablation; pelvic prolapsed surgery; routine surgeries with emphasis on minimally-invasive techniques. These services are offered at MACH's surgical suite on the third floor. For more information, call 751-2283.

MACH ENROLLMENT

Moncrief Army Community Hospital continues enrollment for all TRICARE Prime beneficiaries in the Columbia area. Visit the TRICARE Service Center on the 10th floor at MACH to enroll in TRICARE Prime or to complete a primary care manager change form.