

October 2015



From the Director's Corner

Robert D. Youmans, Director



Directorate of Human Resources

In this issue:

Adjutant General (AG)/Military Personnel Division (MPD)	3
AG Project Manager	4
Alcohol and Substance Abuse Program	5
Personnel Services/Processing Work Center	6
Administrative Services Division	8
Personnel Operations Work Center	10
Soldier for Life: Transition Assistance Program	11
Total Army Sponsorship Program Liaison	12
Trainee/Student Processing Work Center	13
Soldier for Life: Retirement Services Office	14
Army Continuing Education Services	14
Personnel Strength Management Work Center	17
Directory	19

Appointment Process For Issuance Of Identification Cards

Identification Card (ID) services continue to provide excellent customer service despite Army-wide manpower reductions. During Fiscal Years (FY) 2013, 2016, and 2017, the Installation Management Command (IMCOM) and the Fort Jackson US Army Garrison have imposed severe manpower cuts in our Military Personnel Division (MPD) (minus 35 in FY 2013 and minus 10 authorizations in FYs 2016/2017). Prior to undergoing these draconian manpower cuts, our MPD, Personnel Services/Processing Work Center (PSPWC), provided ID card services in three separate offices on a walk-in basis. Wait times were long and uncertain for our customers and efficiency suffered. In light of these severe manpower reductions, IMCOM coordinated with the Department of Navy to implement the Real Time Automated Personnel Identification System (RAPIDS) Appointment Schedule across IMCOM. The RAPIDS Appointment Scheduler is a web-based system that allows any ID card customer to schedule an appointment for ID card services via the RAPIDS website.

During the spring of 2013, in response to the imposed manpower reductions, our MPD, PSPWC, ID Card Section, reduced the number of ID Card service locations from three locations to two (Rooms 109 and 200, 5450 Strom Thurmond Boulevard) and introduced the RAPIDS Appointment Scheduler, customers desiring to receive an ID card experienced an average wait time of approximately two hours to be serviced. After the implementation of the RAPIDS Appointment Scheduler, the average wait time is routinely ten minutes. Moreover, the success of the RAPIDS Appointment Scheduler has resulted in an Interactive Customer Evaluation (ICE) satisfactory rating of over 99 percent with over 105,000 customers receiving ID card services over the past two years.



From the Director's Corner



Director's Corner Continues:

For individuals who are unable to schedule an appointment, the Fort Jackson ID Card Office offers our customers a limited number of walk-in slots Monday through Friday, 0800-0920 in Room 109 on a first come, first serve basis until all slots are filled. Once walk-in slots are filled, customers are immediately informed that they have the option of scheduling an appointment or visiting an alternate ID Card Facility for service. Appointment hours are Monday through Friday, 0940-1600, in 20-minute increments, in Rooms 109 and 200, Strom Thurmond Building. For customers needing to update/enroll in the Defense Enrollment Eligibility Reporting System (DEERS), reset Personal Identification Numbers (PIN), or complete a DD Form 1172-2, an appointment is not necessary; these services are conducted on a walk-in basis throughout the duty day.

The DEERS requires individuals to present two current and valid forms of identification when applying for a United States Uniformed Services Identification Card or a Common Access Card (CAC). One of these forms of identification must be a valid federal or state picture identification card (unexpired). Examples of secondary forms of identification are a social security card, passport, voter's registration card, school identification card (school age only), or a Green Card. Also, the sponsor must accompany the individual receiving an ID card. If the sponsor is unavailable, a General Power of Attorney or pre-verified DD Form 1172-2 (Application for Uniformed Services Identification Card – DEERS Enrollment) issued within the previous 90 days may be presented at the time of service.

Soldiers, Department of Defense Civilians, and contractors with a lost or stolen CAC are required to present a lost statement. The DEERS RAPIDS 7.8.3 requires the Verifying Officials (VO) to scan a report or letter documenting the lost, stolen, confiscated, or destroyed CAC. In an effort to validate a missing CAC and to deter customers from requesting a new CAC out of convenience, the sponsor will need to provide documentation prior to being issued a new CAC. Acceptable documents include the following:

1. Police report,
2. Report from an installation security office, or
3. Letter or memorandum from the activity's security manager, the individual's supervisor, or the sponsoring Trusted Associate Sponsoring System (TASS), Trusted Agent. (NOTE: The letter or memorandum, which can be typed or handwritten, must be prepared on the activity's letterhead, dated, and signed via ink or digital signature.)

For more information regarding ID card services, contact the Personnel Services/Processing Work Center, ID Card Section, at phone (803)751-7731/6024/7673.



Information/Announcements



Adjutant General (AG)/Military Personnel Division (MPD) **POC: Mr. Lonnie Stinson, phone: 751-7115, or email: lonnie.t.stinson.civ@mail.mil**

Semi-Annual DHR/S1 Conference.

On 27 October 2015, DHR will host a Semi-Annual DHR/S1 Conference. The conference serves as a great opportunity for members of the Fort Jackson community to synchronize our efforts in providing essential personnel services. The conference will provide a forum to discuss critical information and updates regarding Privacy Act, PII Information, Publication Accounts, Unit Mail Room Operations, Testing Services, Tuition Assistance (TA) Policies, GoArmyED, VA Benefits (GI Bill Guidelines), Other Educational Services, Referral Process, Prevention and Education, SMART Testing, ID Cards (RAPIDS Self Help), Installation In/Out-Processing and the Installation Support Module (ISM), Record Reviews, BCT Out-Processing, Civilian Acquired Skills Program (CASP) Soldiers, Limited MOS Training Starts (Hard-starts), AIT In/Out-Processing, Expiration Term of Service (ETS), Initial Military Training (IMT) Release From Active Duty (REFRAD), IMT Separations, Split Option Out-Processing, Orders Processing, Personnel Actions Processing, Retirement Processing, Soldier For Life: Transition Assistance Program; Policy, Timelines, Requirements, and Commanders' Report. The Defense Military Pay Office (DMPO) and Reserve Component Liaison will also provide critical information. The conference will be held from 1300 to 1600 in Room 212, 5450 Strom Thurmond Boulevard. All Adjutants, Personnel Sergeants, Training NCOs, and S3s are encouraged to attend. Executive Officers and others desiring to attend are also welcome to attend this informative conference.





Information/Announcements



Adjutant General (AG) Project Manager
751-7535, or email: mary.j.behney.civ@mail.mil

POC: Ms. Mary Jo Behney, phone:



Columbus Day

Safety Information. Remember---Always Think SAFETY!

Columbus Day Holiday Safety. Summer is finally over, and fall is in the air as another holiday weekend approaches. Columbus Day marks the anniversary of the discovery of our great nation. It is also a long holiday weekend. This holiday affords the opportunity for that one last trip to the beach, an early look at fall colors, or a visit to relatives. Whatever your wishes may be, always keep safety in mind.

Here are some tips for a safe Columbus Day:

- If you are planning a trip, be sure that your vehicle is ready. Check tire pressures and tread depth, and all fluid levels. Make sure your lights and turn signals are working properly, and your windshield and mirrors are clean. Do any routine maintenance that may be required, so that you can enjoy a trouble-free trip.
- Be sure to let others know of your proposed route and time of arrival. Exercise extreme caution during extended travel and, above all, avoid driving fatigued. Get plenty of rest before you start, and take frequent breaks during your trip to stay fresh and focused for your safety and the safety of your family.
- Distracted driving continues to be a major issue on the road. Let passengers help with miscellaneous actions during the drive so that you are not a part of the problem. Be sure that everyone uses seatbelts and that all children are properly secured with child seats or booster seats.

Halloween Safety. Halloween is a highly anticipated holiday for kids and adults alike. For many people Halloween marks the beginning of the autumn and winter holidays. In recent years, Halloween has been growing in popularity among adults. Nearly 1 in 3 adults will attend a Halloween party this year. Whether going to a party or trick-or-treating with the kids, don't forget to think about safety.

When trick-or-treating with the kids:

- If you are the designated adult "candy dispenser" on trick-or-treat night be sure to turn all porch and exterior house lights on so folks don't trip on the steps leading to your house or sidewalk.
- For children under 10 years old, it's a wise idea to have an adult accompany them during the trick-or-treating.
- All trick-or-treating should be done in full view of the porch.
- Make sure costumes are easy to see in the dark. While black is often used to create a scary costume, it isn't visible to drivers unless there are reflective patches. Also, check that the costumes are flame retardant.
- Be sure you have fully charged cell phones or walkie-talkies in case of an emergency. Test out the ring tone before the kids leave the house.
- Masks can impair vision; try using face-makeup instead.





Information/Announcements



Alcohol and Substance Abuse Program (ASAP)
751-7938 or email: ernestine.richardson.civ@mail.mil

POC: Ms. Ernestine Richardson, phone:

Red Ribbon Campaign

23-31 October 2015

Theme: Respect Yourself Be Drug Free

The annual celebration of National Red Ribbon Week starts 23-31 October 2015, with communities and students across America committing themselves to living drug-free lives. It is very appropriate that women and men of the Fort Jackson community join with other Americans to support the dreams and goals of our children, and to commemorate the ultimate sacrifice made by Enrique “Kiki” Camarena on our behalf. Red Ribbon Week is an important tradition for the Army Substance Abuse Program and the drug prevention community. The event, which has become a national symbol of drug prevention, began as a grassroots tribute to a fallen DEA hero, Special Agent Enrique Camarena. The National Red Ribbon Campaign was sparked by the murder of DEA Special Agent Camarena by drug traffickers. This tragic event produced immediate outpouring of grief, but over time has generated a sense of hope across America. Today, Red Ribbon Week is nationally recognized and celebrated, helping to preserve Special Agent Camarena’s memory and further the cause for which he gave his life. Please join the Army Substance Abuse Program (ASAP) in wearing a red ribbon to affirm our commitment to drug prevention education, and to honor the memory of KiKi Camarena. By wearing a red ribbon during Red Ribbon Week, Americans demonstrate their opposition to drugs. This is a great opportunity for all of us to send a clear and unequivocal message that drugs damage lives-whether it is through lost productivity, unfulfilled dreams, drugged driving incidents or addictions.

Please take time to talk to your families, your neighbors and your community about living a drug free lifestyle. For additional information, please contact the Army Substance Abuse Program at 751-5007 or 751-4785.





Information/Announcements



Personnel Services/Processing Work Center (PSPWC)

POC: Ms. Janice Spain, phone:

751-2753, or email: janice.j.spain.civ@mail.mil

Casualty Documents. It is the responsibility of all Soldiers to update their own casualty documents and to ensure their intent is annotated properly. Only the Soldier knows when changes need to be made to the Record of Emergency Data (DD Form 93) or Service Members' Group Life Insurance (SGLV). There are two forms critical to supporting your survivors if something were to happen to you: DD Form 93 (Record of Emergency Data) and SGLV Form 8286 (Service Members' Group Life Insurance Election and Certificate). Together these two documents are known in the military as the casualty documents.

Soldiers should view the DD Form 93 as the most important document they sign after their enlistment contract or oath of office. The Casualty and Mortuary Affairs Operations Center (CMAOC) retrieves a copy of the DD Form 93 for every reportable casualty from the Interactive Personnel Electronic Records Management System (iPERMS) and requests copies of the form from the unit to ensure it has the most current signed copy. This form provides CMAOC with the most up-to-date contact information for immediate Family Members whom the Soldier wants to be notified if the Soldier becomes a casualty.

It is vital that the contact information on the DD Form 93 never be out-of-date. Additionally, the DD Form 93 is the official document that designates beneficiaries for death gratuity (DG), unpaid pay and allowances (UPPA), and appoints the Person Authorized to Direct Disposition (PADD).

Some common errors founded on the DD Form 93 include:

- missing information for the mother and father,
- choosing an ineligible organization, minor child, or no designation at all for the \$100,000 DG and UPPA,
- disallowed portion distributions for DG, and
- electing an ineligible person for the PADD.

If the Soldier's father and mother are known, their names are to go into blocks 6a and 7a, and their current addresses are annotated in blocks 6b and 7b. If a parent is deceased or whereabouts unknown, the name still goes within the appropriate block, but the address should be annotated as "deceased" or "unknown". If the Soldier is unsure of whom the parents are, then "unknown" in either block or both blocks would be sufficient.

For additional information, please contact Ms. Spain as indicated above.



Information/Announcements



PSPWC continues:

Identification (ID) Card Corner.

The Fort Jackson ID Card Offices are located at 5450 Strom Thurmond Boulevard, Strom Thurmond Building (Rooms 109 and 200). To better serve our customers and reduce wait times, effective 1 May 2012, the ID Card Office began operating on an appointment basis with limited walk-ins.

Hours of Operation -- The ID Card Office has walk-in slots available Monday through Friday, 0800-0920, in Room 109. Once walk-in slots are filled, customers are provided the option of scheduling an appointment or visiting another ID Card Facility for service. Appointment hours are Monday through Friday, 0940-1600, in 20-minute increments, in Rooms 109 and 200. An appointment is not necessary for customers needing to update/enroll in the Defense Enrollment Eligibility Reporting System (DEERS), reset Personal Identification Numbers (PIN), or obtain a DD Form 1172-2 (Application for Identification Card/DEERS Enrollment). The preceding services are provided on a walk-in basis Monday through Friday, 0800-1600, in Rooms 109 and 200. However, customers wanting to be issued an ID card and update their DEERS need to come in during the walk-in time (0800-0920) or schedule an appointment. To schedule an ID card appointment, utilize our appointment scheduler at <https://rapids-appointments.dmdc.osd.mil>. Please schedule only ONE customer per appointment time slot.

The ID Card Offices are closed for training the third Tuesday of each month from 0800 until 1000 and all Federal holidays.

The following are recent changes to the ID card procedures and useful websites:

Effective 28 September 2015, the documents listed below can no longer be accepted as supporting identification:

- day-care or nursery school record,
- clinic, doctor or hospital record,
- school ID with a photo, and
- school record or report card.

Useful websites:

- ID Card Appointment Scheduler: <https://rapids-appointments.dmdc.osd.mil>
- ID Card Issuing Facility Locator: <https://www.dmdc.osd.mil/rsl>
- Fort Jackson ID Card Office Website:
<http://jackson.armylive.dodlive.mil/units/usag/dhr/agd/personnel-services-processing/>

For more information about ID card services, please call (803) 751-7731.



Information/Announcements



Administrative Services Division (ASD)
751-5335, or email: mary.a.armstead.civ@mail.mil

POC: Ms. Mary Armstead, phone:

Agency Records Gone Missing! Why?

As a new employee, or an old salty employee, you begin working on a special project, finding after a thorough search that records are missing: either lost or destroyed prematurely. The question is Why?

When computers were instituted into the government, we lost great records management, an expertise of secretaries, administrative assistants or clerk typists. Records management was part of their job description. We handed files over to them and – tada – filing was done.

When the decision was made to delete positions in the secretarial series, can you imagine managers sitting around a table saying, “How hard can it be to manage records?” and answering, “The computer can keep the records. It is a simple task.”

Within the last five years, records management has hit a new low with constant loss of resources. When you start peeling back the onion of an Army professional, you find someone who has little to no records training and even less interest in learning it, who doesn't see the importance of records management and when confronted with performing records management, has determined that it is too complicated in making labels, placing Dewey Decimal-like system numbers on the folders – and who is trying to keep up with the professional job and attend meetings.

Records management oversight shows that training is not retained because, as our professionals leave for promotion or retirement, their records are left on the computer or in their desk drawer. The attitude is, “I am done with it!” The mindset of individuals cleaning up for a new employee may think “if the person who left didn't think the records were worth filing, those records can be thrown away. “Not my problem” without determining if records were important. They just cleaned out the desk.

To make matters worse, all the files that were on the computer turned in for reuse to the NEC or DISA were wiped clean. All of these records are lost. What is the incoming replacement feeling? Needing records and none to be had.

The Army Records Information Management System (ARIMS) provides information for decision-making and business processes by preserving Army record material (whether electronic or hard copy) in accordance with AR 25-400-2.

On 28 November 2011, President Barack Obama signed a memorandum managing government records. This memorandum marked the beginning of an executive branch-wide effort to reform records management policies and practices and to develop a 21st-century framework.



Information/Announcements



ASD continues:

Records management is critical to the Freedom of Information Act program, because it is the foundation of open government, supporting the principles of transparency, participation and collaboration. Well-managed records can be used to assess the impact of programs, to improve business processes, and to share knowledge across the government. Records protect the rights and interests of people, and hold officials accountable for their actions. Permanent records document our nation's history. This directive requires that, to the fullest extent possible, agencies eliminate paper and use electronic recordkeeping. It is applicable to all executive agencies and to all records, without regard to security classification or any other restriction.

Training is key. Our records tell us where we have been; it keeps us from making the same mistakes over again and directs our future outcome for America. Change our mindset and learn good records management!

Mail Orderly Training Schedule. The mail orderly training will be held on the following dates and locations:

- 14 Oct 15, 0900 – Location TBD
- 18 Nov 15, 0900 – Location TBD
- 9 Dec 15, 0900 – Location TBD

NOTE: Dates, times, and locations will be published in a separate Information Paper and distributed to all organizations.

Mail Clerk Training Schedule. The mail clerk training will be held on the following date and location: 3 Nov 15, 0900, at the Education Center located at 4600 Strom Thurmond Blvd.

Registration Process and Required Documents. The following documents are required to be turned into the Installation Postal Officer located at 4400 Greene Ave., not later than the Thursday prior to the scheduled training date:

- Three signed original DD Forms 285 in typed format (NO HAND WRITTEN); use only the last four of the SSN.
- A clearance verification form signed by the Commander or their appointing official (NOT REQUIRED FOR DRILL SERGEANTS).

For further information, contact Mr. Bobby Marsh at 751-4585, or email: bobby.marsh.civ@mail.mil, or Ms. Mary Armstead as indicated above.



Information/Announcements



Personnel Operations Work Center (POWC)
751-5763, or email: andrea.d.payne3.civ@mail.mil

POC: Ms. Andrea D. Payne, phone:

Victory Block Leave 20 December 2015 to 02 January 2016. In order to have a smooth transition during this period, the suspense for Victory Block Leave (VBL) packets is **4 December 2015 by 1700**. Complete and turn-in all pending discharge actions NLT 4 December 2015 at 5450 Strom Thurmond Blvd, Transition Section, Room 211, to ensure Soldiers depart Fort Jackson NLT 20 December 2015. Packets submitted after 4 December 2015 will be processed expeditiously; however, they may not be processed in time to allow the Soldier to ship prior to 20 December 2015. Soldiers who have not completed out-processing or who receive a ship date of 21 December 2015 or later will be transferred to the Holdover Company for the completion of out-processing and shipping.

For more information, please contact Ms. Charmaine Gumbs at 751-4418, or email: Charmaine.c.gumbs.civ@mail.mil, or Ms. Andrea Payne as indicated above.

Casualty Assistance Center Offers CAO/CNO Training Program In April 2015, the Department of the Army Casualty Mortuary Affairs Operations Center (CMAOC) implemented a standardized mandatory three-day Casualty Assistance Officer and Casualty Notification Officer training program. The training program provides Soldiers an idea of what they are expected to do while serving as a CAO or CNO. The training is required before Soldiers are allowed to serve as a CAO or CNO. Upon completion of the training, the Soldiers are certified and receive a certificate of completion. Certification is valid for 12 months. Recertification can be accomplished through the casualty officer interactive refresher training on the CMAOC website, which will renew the certification for an additional 12-month period. The mandatory three-day training is conducted by the Fort Jackson Casualty Assistance Center once a month during the months of February through November. Enlisted Soldiers must be a SFC or above, warrant officers a minimum of CW2, and officers a CPT or above. To schedule Soldiers for CAO or CNO training, contact Mr. Crandall at (803) 751-9900, Jerry.l.crandall.civ@mail.mil To take the casualty officer interactive refresher training online, visit the CMAOC website at <https://www.hrc.army.mil/TAGD/CMAOC>.

For more information, please contact Mr. Jerry Crandall at 751-9900, or email: Jerry.l.crandall.civ@mail.mil, or Ms. Andrea Payne as indicated above.



Information/Announcements



Soldier for Life: Transition Assistance Program (SFL-TAP): **Ms. Carolyn Andrews, phone: 751-1723, or email: carolyn.b.andrews.civ@mail.mil**

Reminder: The ultimate goal and purpose of the Soldier for Life - Transition Assistance Program (SFL-TAP) is to provide Soldiers with the opportunity to participate and integrate the Soldier for Life Cycle throughout their career, thereby increasing their opportunity to successfully transition to civilian life. The SFL-TAP is a commander's program that requires direct leadership involvement. It has been identified as a shortcoming across the Army that Soldiers are not beginning the transition process at the mandated 12-month time-frame.

As leaders, it is essential that we enforce all components of the transition process. Adherence to the Army transition policy allows Soldiers to:

- obtain maximum benefits of the program,
- balance transition requirements and mission requirements, and
- leave the Army career-ready with a positive view of the Army and the value of their acquired training and experience.

We, as leaders, must play an active role in ensuring that all Soldiers meet Career Readiness Standards prior to separation to ensure a success reintegration in the civilian community.





Information/Announcements



Total Army Sponsorship Program Liaison
751-7782, or email: latasha.m.hunter.mil@mail.mil

POC: MSG Latasha Hunter, phone:

Army Career Tracker (ACT). The Vice Chief of Staff of the Army (VCSA) has approved the Army-wide implementation of the Army Career Tracker (ACT) sponsorship module as the enterprise solution for sponsorship.

Sponsorship Information Way Ahead. Effective 2 September 2015, all Soldiers in grades E1-O6 are required to have a sponsor. All Soldiers out-processing will provide in/out-processing with a completed DA Form 5434 or a DA Form 4187 signed by their brigade commander authorizing them to pickup their installation clearance papers without having an assigned sponsor. This process will provide the commanders statistical data during their Organizational Inspection Program (OIP) or when reporting to the CG. This process will also provide the TASP liaisons the ability to submit the most accurate and updated sponsorship information for Soldiers PCSing without sponsors.





Information/Announcements



Trainee/Student Processing Work Center (TSPWC)
751-4422, or email: dorothy.l.roberts6.civ@mail.mil

POC: Ms. Dorothy Roberts, phone:

Travel Expense Issues for Soldiers Participating in the Hometown Recruiter Assistance Program (HRAP).

- Some Defense Military Pay Offices (DMPO) have seen evidence of Soldiers arriving on Permanent Change of Station (PCS) orders after the completion of Advanced Individual Training (AIT) and filing a Travel Claim for airfare to their hometown when they participate in HRAP.
- These Soldiers indicate they were told by various leaders that their airfare was reimbursable. This is not true. The HRAP is a Permissive Temporary Duty (PTDY) which only grants Soldiers non-chargeable leave. Following is the extract from a typical PCS order that approves HRAP. “No per diem/transportation entitlements exist for period of PTDY.”
- Additionally, the extract from AR 601-2, paragraph 7-3 states: “Volunteers who participate in the HRAP in a PTDY status are not authorized to claim reimbursement for travel expenses and per diem allowances for the period of PTDY.”
- It is suggested that when preparing a DA Form 31 for AIT Soldiers selected for HRAP, a statement should be added in the Remarks Block 17: “I will not be entitled to reimbursement for travel or any other expenses while performing HRAP during 20150501 – 20150510.”

For more information, please contact Ms. Roberts as indicated above or Mr. Carl Morrow at 751-4113, or email: carl.m.morrow.civ@mail.mil.





Information/Announcements



Soldier for Life: Retirement Services Office (SFL-RSO) POC: Mr. Gregory Fountain, phone: 751-6715, or email: gregory.l.fountain3.civ@mail.mil

Date Initially Entered Military Service (DIEMS). Your DIEMS date is the date you were initially enlisted, inducted, or appointed in a regular or reserve component of any uniformed service as a commissioned officer, warrant officer, or enlisted member. Breaks in service do not affect your DIEMS date. This date is used solely to indicate which retirement plan a member is under. For United States Military Academy cadets, your DIEMS date is the date you entered into the academy. If you were an ROTC cadet, your DIEMS date is the date of your scholarship contract or the date you began the advanced ROTC course, whichever is earlier. If you were in the delayed entry program, your DIEMS date is the date you signed your enlistment contract, regardless of when you entered active duty. The DIEMS date is the first time any contract was signed obligating you to any type of military service.

It is very important that all Soldiers validate their DIEMS date by reviewing their Enlisted Record Brief or Leave and Earning Statement. If you determine that your DIEMS date is incorrect, you will need to submit supporting documents to your Battalion S1 for corrective action.

For more information on DIEMS dates and supporting documents required please go to <https://www.hrc.army.mil/TAGD/Date%20of%20Initial%20Entry%20into%20Military%20Service>.

Continuing Education Services (ACES) POC: Ms. Carolyn Andrews, phone: 751-1723, or email: carolyn.b.andrews.civ@mail.mil

Educational Institution Access to Department of Defense (DoD) Installations. The following is an article entitled “College\$ love \$oldiers, so take care” that was published in “The Fort Jackson Leader” on 13 August 2015 and written by Ms. Christine Schweickert, Fort Jackson Leader staff, regarding educational institution access to Department of Defense (DoD) installations:

“Kids aren’t the only ones heading back to school. A couple thousand Fort Jackson Soldiers will start or resume college classes this fall.

But while schoolchildren have it easy – they go to the schools closest to home – Soldiers have a much broader selection, and they pay for their classes with federal dollars.

So, to potential colleges, a Soldier isn’t just a Soldier. He’s a steady income.

And that can lead to trouble.

“A lot of colleges, they want access to Soldiers because you’re going to get a lot of money out of them,” said Robert Youmans, director of human resources. Youmans is looking for a new education services officer to work with colleges that wish to come on post – the latest ESO retired in May.



Information/Announcements



ACES continues:

“The colleges know the procedures,” Youmans said, but sometimes commanders trying to help their Soldiers “bring folks out and they are not vetted.” Soldiers see the college representatives and assume everything has gone through the proper vetting procedures when it hasn’t.

In April 2012, President Barack Obama signed an executive order aimed at protecting Soldiers from so-called diploma mills – colleges that hand out worthless degrees – and other schools that take more and money for more and more classes that never result in degrees.

“I’ve heard the stories,” Obama said in a speech at Fort Stewart, Georgia. “They harass you into making a quick decision with all those calls and emails. And if they can’t get you online, they show up on post.”

Obama promised to “bring an end to the aggressive — and sometimes dishonest — recruiting” by increasing oversight, strengthening the rules about who can come onto post to talk to Service members, and making it easier to file complaints.

Just last week, the Department of Defense confirmed that it was investigating recruitment practices by the University of Phoenix, the country’s largest recipient of GI Bill money. It also canceled its contract allowing the university to offer classes to Soldiers posted to Europe.

Only four colleges and universities offer classes on Fort Jackson – Claflin University, Midlands Technical College, Webster University and the University of South Carolina, which has offered classes on post for 40 years.

Colleges who want to recruit Soldiers must sign a Voluntary Education Partnership agreement that pledges they will provide “meaningful information” on the cost and quality of the school, “abusive and deceptive recruiting practices” and provide “high-quality academic and student support services.”

The number of colleges that serve a post depends on Soldiers’ demands. Since Fort Jackson is a TRADOC post – most Soldiers on post aren’t permanent party – the demand for college classes is lower. Figures show that Fort Jackson had 1,800 Soldiers taking courses in the second quarter of 2015. Other colleges offer online courses that Soldiers can take anywhere. Finding the right program at the right college for the right cost can be difficult and time consuming. That’s where the post’s education counselors come in.

“If you log on (to a college website) and the first thing you see is a person in a headset saying, ‘Hi there. I’m Karen, and I’m ready to talk to you,’” you probably are looking at the wrong school, said Carmen Alexander, a counselor at the post’s Army Education Center.



Information/Announcements



ACES continues:

When you're researching, you want to see whether a college has the proper accreditation, a program that meets your requirements and tuition costs that won't suck your Army education funds dry, Alexander said.

That's where she and her colleagues come in. They've been doing this kind of research for a while and can answer Soldier-specific questions that even GoArmyEd.com may not be able to answer. "We can't promote any one school – or not promote any one school – but we can definitely help them research" which college to choose, she said.

Soldiers who try to research on their own often don't know what to look for – accreditation, cost and a point of contact of whom to ask questions and find themselves stuck in an endless morass of information.

Even if a Soldier has had counseling and later become stuck, "they're always welcome back."

"We won't make the decision for you," Alexander said, "but we'll help you make the best decision." Commanders, Soldiers and others with questions about college or the Voluntary Education Partnership requirement that allows college recruitment on post may call the Army Education Center at 751-5341.

Effective 23 Aug 15, due to recent manpower shortages/vacancies, educational counseling services at the Garrison Army Continuing Education System (ACES) Center are being reduced/limited. The ACES Center will only have one part-time Contractor performing educational counseling until the two civil service positions are filled. Therefore, until further notice, educational counseling services will be provided on a first-come-first-serve basis, Tue-Fri, 0800-1130. As soon as the two civil service positions are filled, ACES will resume performing educational counseling services on a full-time basis, Mon-Fri, 0730-1630. We will keep you informed as the situation changes.

For more information on ACES services, please call (803) 751-5341.



Information/Announcements



Personnel Strength Management Work Center (PSMWC) POC: Ms. Mary Jo Behney, phone: 751-7535, or email: mary.j.behney.civ@mail.mil

The Army Human Resources Command (HRC) uses the internet as a means to maintain up-to-date information on enlisted Soldiers to help them choose assignments and manage their careers. The HRC notifies Soldiers of their next duty assignment within 180 days of their departure, by emailing the information to their Army Knowledge Online e-mail addresses. Other web-based initiatives include:

- Sending emails that acknowledge receipt when Soldiers update their assignment preferences on the Assignment Satisfaction Key known as (ASK) the Web assignment preference page.
- Email reminders will also be sent out to get Soldiers to update their contact information (home address and telephone number) 90 days after arriving at their new duty station. The Soldiers will be reminded to update their assignment preferences on ASK after being stationed stateside for 24 months, and 18 months for those overseas.

The direct email process informs Soldiers of their assignment information before the Directorate of Human Resources (DHR), Personnel Strength Management Work Center (PSMWC), Reassignment Section, and their chain of command. The Soldier's chain of command (Commander & 1SG) should find out about Soldier assignments through traditional means, by receiving a monthly gains and loss report from their respective G1. This report is filtered from the DHR to the G1, from the G1 to the brigades, and from the brigades to the battalions, and from the battalions to the companies. Again, Soldiers will be able to find out about assignments through email notification or by calling an Interactive Voice Response System at 1-800-FYI-EPMD.

It is important that Soldiers review their personnel information to ensure it is correct. If it needs to be updated, they need to contact their S1 or the DHR, Personnel Services/Processing Work Center (PSPWC), located at 5450 Strom Thurmond Boulevard, second floor, room 200. Hours are 0730 – 1700 daily. This facility is closed on weekends and holidays.

The more accurate information career managers have on a Soldier, the higher the success rate will be in finding an assignment that's right for the Soldier and the Army. This doesn't mean that the Soldiers are going to always get what they ask for. The focus is on combat readiness when assigning Soldiers.



Information/Announcements



PSMWC continues:

An example of the needs of the Army coming before assignment preference is: a Soldier serving in Korea was told that he could go to Fort Hood, Texas, when his tour is over, as part of the program HAAP (home base/advance assignment program). However, during the Soldier's tour, overriding Army mission requirements determine that the Soldier is needed elsewhere, then their HAAP can be renegotiated. Enlisted personnel assignment managers work with the Soldier, but may, based on the requirements of the Army, assign the Soldier to a new location. Soldiers sometimes think that if their branch gives them an advance assignment, they are guaranteed that assignment. This is truly not the case. The HRC will try to honor the assignment promised, but the assignment may change, based on the needs of the Army.

Point of contact is Mr. Eusley Jones at 751-1303 or Eusley.b.jones.civ@mail.mil, or Ms. Mary Jo Behney as indicated above.





Directory



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AG/MPD: Military Personnel Actions; Quality Assurance Evaluations; Interactive Customer Evaluation; Corporate Assessment Surveys; DHR Quarterly Executive Review; Special Projects

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SFL-RSO: Retirement Applications; Orders; Survivor Benefit Counseling

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POWC: Casualty Affairs; Line of Duty; Officer Procurement; Separations; Transition; Release from Active Duty/Discharges (IET)

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PSMWC: Assignments; Strength Management; Drill Sergeant Management; Reclassifications; Special Duty Pay; Promotions; Reassignments; Temporary Change of Station Orders; Compassionate Reassignments

Mary Jo Behney 751-7535 mary.j.behney.civ@mail.mil

PSPWC: Identification Cards; Name Changes; Personnel Records; In/Out-Processing; Statements of Service; Distribution; Congressional Inquires; Garrison Military Awards

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TSPWC: Trainee/Student Records; In/Out-Processing; Reassignment; Army Training Requirement and Resource System; Data Entry; MOS Orders; Hometown Recruiting Assistance Program; Name Changes; Compassionate Reassignments; Assignment Exchange

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ASD: Freedom of Information Act/Privacy Act Requests; Army Records Information System; Forms and Publications Manager; Military Mail Operations; Correspondence Distribution; Postal Inspections; U. S. Postal Service Liaison

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SFL-TAP: Transition Services; Job Assistance; Small Business Seminars; Veterans Benefits Briefings; Federal Employment Seminars

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ACES: Educational Counseling; Basic Skills Education Program Instruction; Tuition Assistance; On-Post College Enrollment; Computer Labs; Digital Training Facilities

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ASAP: Prevention Education; Biochemical Testing; Employee Assistance Program; Risk Reduction Program; ASAP Clinical Suicide Prevention Program

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