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Directorate of Human Resources

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From the Director's Corner

Robert D. Youmans, Director, Human Resources

Army Career and Alumni Program (ACAP) Becomes Soldier for Life-Transition Assistance Program (SFL-TAP)

This is an update to previous articles published in this newsletter and other media regarding the way forward and rebranding/transitioning of the Army Career and Alumni Program (ACAP) into the Soldier for Life-Transition Assistance Program (SFL-TAP). Effective 1 Oct 14, the ACAP was completely redesigned and transformed into the SFL-TAP. This initiative provides a holistic approach to the military life cycle of Soldiers. The new concept is a three phase career cycle that prepares Soldiers at the beginning of their service, throughout their military careers, and upon transition from military service. The collaborative efforts of numerous partners that include the Department of Defense (DD), Department of Veterans Affairs (VA), Department of Labor (DOL), and Small Business Administration developed a training program known as Goals, Plans and Success. Transitioning service members will be afforded the opportunity to participate in three additional specialty tracks: Higher Education Track, Boots to Business Track and Career Technical Track.

As mentioned above, the SFL-TAP will be introduced in three phases. Phase one (initial phase) will begin during the first year of the Soldiers' service. Soldiers will complete a self-assessment to assist with the development of an Individual Development Plan (IDP). Additionally, Soldiers will receive credentialing information and financial readiness training during Advanced Individual Training. The specific details of this phase are still being coordinated and finalized.

The second phase (career phase) has two parts: one to 10 years of service and 10 years of service through transition or retirement. Soldiers with one to 10 years of service will review their IDPs annually, update their career goals with leaders, and update their information in the Army Career Tracker. Soldiers with more than 10 years will begin creating resumes and evaluating their individual transition needs.

The final phase (transition phase) begins no later than 12 months prior to separation. Soldiers must complete the Veterans Opportunity to Work (VOW) Act and Career Readiness Standards (CRS) of the SFL-TAP as listed below:

- Pre-Separation Counseling (DD Form 2648/-1)
- VA Benefits Briefings I & II

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Director's Corner Continues:

- DOL Employment Workshop
- Individual Transition Plan (ITP)
- VA eBenefits Registration
- 12-Month Post-Separation Budget
- Military Occupational Specialty Crosswalk-Gap Analysis
- Job Application Package with Private or Federal Resume, References, Two Submitted Job Applications, Formal Job Offer
- Document Continued Military Service Opportunity (for Active Duty Only)
- Individual Assessment Tool
- Capstone with DD Form 2958 (Service Member's CRS/ITP Checklist)

All Soldiers completing 180 days of continuous active duty service are required to meet the VOW Act and CRS of the SFL-TAP. The Army's intent is to transform the way we transition Soldiers from active duty in order to successfully "prepare" and "connect" them to meaningful employment and educational opportunities in the civilian sector. Rather than simply transition, the Army's goal is for Soldiers to "Reintegrate Strong."

For more information about the SFL-TAP, please contact Ms. Carolyn Andrews, Transition Services Manager, at phone number 751-1723 or e-mail: carolyn.b.andrews.civ@mail.mil.

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

The Directorate of Human Resources (DHR) conducted a Semi-Annual DHR Conference on 21 Oct 14 from 1300-1600 in Room 212, 5450 Strom Thurmond Boulevard, to provide critical human resources information and updates. There were over 48 Soldiers and human resources professionals from units across our installation in attendance. Special thanks to all for your support.

This conference ensures the synchronization of all human resources services on Fort Jackson in accordance with Field Manual (FM) 1-0, Human Resources (HR) Support, by providing critical HR information and updates to maintain the efficiency and effectiveness of the HR support system in providing services to Permanent Party Soldiers and processing for all Initial Entry Training (IET) Soldiers.

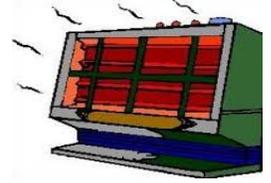
The DHR provided critical information and updates regarding the Soldier For Life: Transition Assistance Program (SFL-TAP) formerly Army Career and Alumni Program (ACAP), Veteran's Opportunity to Work (VOW) Act, Career Status Bonus Processing, Official Business Mail Processing, Privacy Act Requirements, Army Continuing Education, Post 9-11 GI Bill Transferability, Army Substance Abuse Program Referral, Prevention, and Education, Urinalysis and SMART Testing, Permanent Party Separations, IET Separations/Release From Active Duty (REFRAD) Procedures, Personnel Actions, Appointment Scheduling, Orders Processing, eMILPO Transactions, Promotions, RAPIDS Self-Service (RSS), ID Card Appointment Scheduler, Army Records Audit Readiness, Status Change on IET Soldiers, English as a Second Language (ESL), AWOL/DFR Reporting, Hometown Recruiter Assistance Program (HRAP), and Victory Block Leave.

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

POC: Ms. Mary Jo Behney, phone:

Safety Information. Remember---Always Think SAFETY!

Space Heater Requirements. Autumn is upon us, which makes this a perfect time to remind you about 'space heater' requirements in your work space.



- The space heater must be UL certified and must turn off if tipped over.
- The 'FJFD Form 1' must be completed with justification and signed by your supervisor.
- The 'FJFD Form 1' must then be approved by the Fort Jackson Energy Manager (Building 2601, 751-6192).
- The 'FJFD Form 1' and your space heater must then be brought to the Fort Jackson Fire Department, Fire Prevention Office, in Building 5499 for inspection and approval.
- Questions can be directed to the Fire Prevention Office at usarmy.jackson.imcom-atlantic.mbx.fire-protection-work-orders@mail.mil or you can call 751-5239/1610/1611.

Colder Weather. As the temperatures start to drop, there are several safety issues that may arise:



- Have your chimney and furnace cleaned and inspected on a regular basis.
- Keep your fireplace hearth free of newspapers, magazines, toys, or anything combustible.
- Do not burn cardboard boxes or trash in your fireplace, as they can cause chimney fires.
- Leave at least three feet of space around your space heater. Remember to unplug it when it's not in use.
- Use candles with care. Keep them away from flammable objects. Never leave them unattended and always extinguish them before leaving the room.

[Army Continuing Education Services \(ACES\)](#)
[751-7209, or email: brenda.g.johnson.civ@mail.mil](mailto:brenda.g.johnson.civ@mail.mil)

POC: Ms. Brenda Johnson, phone:

Army Continuing Education Services (ACES) Resumes Full Counseling Services.

HOOAH! HOOAH! Effective 1 Sep 14, ACES resumed full counseling services. Appointments to see an education counselor are no longer required; however, appointments can be made if necessary. Counselors are available on a walk-in basis Monday-Friday from 0730 to 1700.

Appointments are still required for our testing services, which can be scheduled by visiting the Education Center at 4600 Strom Thurmond Blvd. or by calling 751-5341.

We also encourage you to take advantage of our Career and Collegiate Readiness Enhancement (C2RE) program formerly known as Basic Skills Education Program (BSEP) to enhance your military and civilian career goals.

Come in, sign in and be seen almost immediately by a guidance counselor to help you matriculate down the right education/career path.

Retirement Services Office (RSO)
751-6715, or email: gregory.l.fountain3.civ@mail.mil

POC: Mr. Gregory Fountain, phone:

Special Extra Social Security Earnings for Military Service.

Since 1957, if you had military service earnings for active duty (including active duty for training), you paid social security taxes on those earnings. Since 1988, inactive duty service in the Armed Forces reserves (such as weekend drills) has also been covered by social security.

Under certain circumstances, special extra earnings for your military service from 1957 through 2001 can be credited to your record for social security purposes. These extra earnings credits may help you qualify for social security or increase the amount of your social security benefit.

Special extra earnings credits are granted for periods of active duty or active duty for training. Special extra earnings credits are not granted for inactive duty training.

Male and female retired Soldiers who have met all military obligations and meet age requirements will receive their military benefits and social security benefits simultaneously. Social security benefits are a calculated average of earned income over the recipient's entire work lifespan with a credit for every thousand dollars earned per year.

The list below from military service and social security, details service time periods, work requirements, and extra credits for various, possible, increased social security benefits.

- From 1957 through 1977, you were credited with \$300 in additional earnings for each calendar quarter in which you received active duty basic pay.
- From 1978 through 2001, for every \$300 in active duty basic pay, you are credited with an additional \$100 in earnings up to a maximum of \$1,200 a year. If you enlisted after 7 Sep 80, and did not complete at least 24 months of active duty or your full tour, you may not be able to receive the additional earnings.

These extra earnings credits are added to your earnings record when you apply for social security benefits. To find out how to add extra earnings to your social security benefits for active duty training or active duty service, go to military service and social security "Extra Earnings" at www.socialsecurity.gov.

Information/Announcements

Total Army Sponsorship Program Liaison
751-7117, or email: baron.r.hill3.mil@mail.mil

POC: MSG Baron Hill, phone:

Sponsorship: Army Career Tracker Implementation.

The Total Army Sponsorship Program (TASP) is a commander's program designed to assist Soldiers, Families, and Army Civilian employees during relocation. Commanders at every level are responsible for its implementation. Sponsorship is important to the Army because our Soldiers are important to the Army. Sponsorship is about taking care of our Soldiers as they transition from one unit/installation to another. It plays a vital role in reducing or eliminating stress and other high risk behaviors often associated with transitioning. When a Soldier is made to feel welcome and adequately integrated into his or her new unit/community, a bond/trust is built generating the foundation for the Soldier to become a productive member of the unit/team/community, reducing and/or eliminating the likelihood of falling victim to sexual predators or engagement in high risk behaviors.

In September 2013, the Army Career Tracker (ACT) was selected as the Army's enterprise solution to sponsorship. The ACT provides the Army a standardized sponsorship process that could be utilized world-wide. The ACT will incorporate all components and cohorts of the Army, standardize the TASP, and enhance leader involvement and knowledge of sponsorship through its myriad of report capabilities. The Army conducted a 90-day pilot test, which was extremely successful, achieving an 87% confirmed sponsor assignment in ACT for "arrived" Soldiers-in-Training.

Due to the success of the pilot test, the Army is implementing the ACT for all permanent party Soldiers. There will be a six month phased implementation for the ACT. The Army installations were divided into six groups, of which Fort Jackson has been placed in Group 1 with training to start in October 2014. All UICs will be validated to ensure accuracy. Coordination meetings will be held with installation key stakeholders, such as G1s, CSMs, Bde S1s, and Bn S1s. Fort Jackson has been designated the time period of 8 Oct through 27 Nov 14 to complete the required ACT training. Training will be conducted via Defense Connect Online (DCO) with three sessions per day for a maximum of 100 participants per session. In addition, the Fort Jackson TASP Liaisons will conduct follow-up training utilizing the Train the Trainer concept to ensure all involved parties are knowledgeable on the processes.

For additional information, please contact MSG Hill as indicated above.

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

POC: Ms. Ernestine Richardson, phone:

Victory Block Leave Testing Briefing. There is a Project Officer Meeting scheduled on 5 Nov 14 at 0900 and on 6 Nov 14 at 1330 at the Army Substance Abuse Program (ASAP) Classroom, 9810 Lee Road. The Project Officer is only required to attend one briefing. The briefing is held to lock in a testing date and supply pickup time for each unit. Battalion Unit Prevention Leaders are recommended to attend. For additional information, please contact the ASAP office (ATTN: Angela McCrae) at 751-7949.

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

POC: Ms. Dorothy Roberts, phone:

Mandatory Use of the Government Travel Charge Card for Permanent Change of Station (PCS) Expenses. Effective immediately, for those with an Individually Billed Account (IBA), the IBA travel charge card will be used for all official relocation expenses.

1. The Travel and Transportation Reform Act of 1998, Department of Defense (DoD) and Army policy require that the Government Travel Charge Card (GTCC) be used by all DoD personnel to pay for all costs related to official government travel unless they are exempt. Exemptions from mandatory use of the GTCC are contained in the Department of Defense Financial Management Regulation, Volume 9, Chapter 3. The GTCC policies are applicable to all uniformed members.
2. Accordingly, all Soldiers who meet the eligibility requirements will obtain an IBA travel charge card and use it for all official travel related expenses. Use of the centrally billed travel account for airfare is restricted to those individuals ineligible for an IBA.
3. Upon notification of PCS, individuals who possess an IBA should contact their local unit travel charge card Agency Program Coordinator (APC) to register into the PCS program. Accession and separation PCS moves are excluded from the mandatory IBA use requirement.
4. Cardholders will benefit from the convenience of charge card use. The card eliminates the need to apply for an advance of travel entitlements and reduces the travelers' dependency on personal funds. The program also contains safeguards to prevent fear of delinquency and subsequent account suspension due to late payment.
5. The Army point of contact is Mr. Frank Rago, Army Travel Charge Card Program Manager, (703) 601-4191, francis.a.rago.civ@mail.mil.

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.



Personnel Strength Management Work Center (PSMWC)
751-5578, or email: twyla.v.perkins.civ@mail.mil

POC: Ms. Twyla Perkins, phone:

Enlisted Compassionate Actions.

Soldiers may be considered for a compassionate action when they have extreme Family problems. The two types of compassionate requests are when personal problems are:

1. Temporary (resolvable within one year)
2. Not expected to be solved in one year

A compassionate action may be a request for reassignment, deletion, deferment or permissive attachment based on the Soldier's circumstances. Criteria and supporting documentation for compassionate actions are outlined in AR 614-200, Chapter 5.

The DA HRC will respond to compassionate requests via EDAS vice electronic message. Processing of compassionate requests is normally completed within 7-21 days. Soldiers should check with the DHR, PSMWC, for the status of request. Soldiers are not authorized to submit more than one request for reconsideration for the same or similar extreme Family problems.

Point of contact is Ms. Twyla Y. Perkins as indicated above.

Personnel Operations Work Center (POWC)
751-3769, or email: andrea.d.payne3.civ@mail.mil

POC: Ms. Andrea D. Payne phone:

Victory Block Leave 20 Dec 14 to 2 Jan 15. In order to have a smooth transition during this period, the suspense for Victory Block Leave (VBL) packets is 5 Dec 14 by 1700. Complete and turn-in all pending discharge actions NLT 5 Dec 14 at 5450 Strom Thurmond Blvd, Transition Section, Room 212, to ensure Soldiers depart Fort Jackson NLT 20 Dec 14. Packets submitted after 5 Dec 14 will be processed expeditiously; however, they may not be processed in time to allow the Soldier to ship prior to 20 Dec 14. Soldiers who have not completed out-processing or who received a ship date of 21 Dec 14 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 (CAC) Offers Casualty Assistance Officer (CAO), Casualty Notification Officer (CNO) Training Program. In October 2007, the Department of the Army Casualty Mortuary Affairs Operations Center (CMAOC) implemented a standardized mandatory two-day Casualty Assistance Officer (CAO) and Casualty Notification Officer (CNO) 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 two-day training is conducted by the Fort Jackson CAC once a month. Enlisted Soldiers must be SFC or above, warrant officers a minimum of CW2, and officers CPT or above.

Information/Announcements

Personnel Operations Work Center (POWC) continues:

To schedule Soldiers for CAO or CNO training, contact Mr. Crandall at 751-9900 or email: jerry.l.crandall.civ@mail.mil. To take the casualty interactive refresher training online, visit the CMAOC website at <https://www.hrc.army.mil/TAGD/CMAOC>.

For more information, please contact Mr. Jerry L. Crandall or Ms. Andrea Payne as indicated above.

Personnel Services/Processing Work Center (PSPWC) **POC: Ms. Janice Spain, phone: 751-2753, or email: janice.j.spain.civ@mail.mil**

The primary goal of conducting a Record Review is to ensure Soldier records are complete and accurate. Conducting a review without uploading missing documents to the Soldiers' record does not accomplish the goal. Some commonly missing documents include:

- PCS Orders (for every assignment listed on Record Brief)
- Birth & Marriage Certificates
- All Promotion Orders
- DA Forms 638 (for all awards/award certificates)
- College Transcripts and Diplomas



Note: Noncommissioned Officer Evaluation Reports (NCOERs), Officer Evaluation Report (OERs), and DA Forms 1059 do not populate in the Record Review Tool (RRT).

It is strongly recommended that missing documents are uploaded prior to completion of the record review (add batch number in comment field). If this is not practical, establish a business practice that ensures follow up and uploading of missing documents to iPERMS. Record Managers (RM) should list permanently missing documents in comment field.

The RMs should provide the Soldier details about the review in the automated email that is generated when a review is initiated. The details should cover who, what, where and when in regards to reviews. If the RM is expecting the Soldier to conduct their part of the review independently, the email should include more specific direction. When an independent review is conducted, the Soldier must sign the review first.

Common Access Card Signature Issues include:

- RM cannot sign when conducting an independent review; the RM should ensure they have viewed all documents
- Documents are marked with an error and no comment was placed in comment field next to document
- If there was an error marked in review, RM must select "with errors" on signature page

Soldiers will appear on the units' RRT reports until the unit does the proper transaction in eMILPO to depart the Soldier and the Soldier is gained by the new unit. If a departed Soldier continues to populate on your unit RRT report, see your PAS Chief for assistance with correcting Soldier UIC data.

Administrative Services Division (ASD)

POC: Ms. Mary Armstead, phone:

751-5335, or email: mary.a.armstead.civ@mail.mil

Freedom of Information Privacy Act.

The Fort Jackson Garrison administers the Freedom of Information ACT (FOIA) and Privacy Act (PA) Programs in compliance with 5 USC 552 and 552a, 32 CFR 518 and 505, DOD 5400.7-R, DOD 5400.11.R, AR 25-55, and AR 340-21.

The public has a right to information concerning the activities of its Government.

What is a FOIA/PA Request?

A FOIA request is a written request for DOD records, made by “any person”, including a member of the public (U.S. or Foreign citizen), an organization, or a business, but not including a federal agency or a fugitive from the law that either explicitly or implicitly invokes the FOIA, DOD Directive 5400-7, or DOD Component supplementing regulations or instructions. Requests may also be made through an attorney or other representative on behalf of “any person”.

What Should I Include in a FOIA/PA Request?

- Your name, complete address and telephone number
- The subject of the request and a reasonable description of the record being sought
- A declaration stating willingness to pay accessible fees

How Do I Submit a FOIA/PA Request?

FOIA/PA requests must be in writing. You may do this by submitting the request as follows:

Mail or fax a letter to:

Directorate of Human Resources

ATTN: Freedom of Information Officer

5450 Strom Thurmond Blvd., Room 216

Fort Jackson, South Carolina 29207-5208

Fax number: 751-5111

Email a request to: usarmy.jackson.imcom-hq.mxb.dhr-foia@mail.mil

How Long Does it Take to Process a Freedom of Information Act Request?

The Electronic Freedom of Information Act Amendments of 1996 increased the time limit from 10 working days to 20 working days for agencies to respond to FOIA requests. If a FOIA request cannot be answered within 20 working days, both AR 25-55 and DOD 5400-7-R contain a provision for providing an interim reply until a final answer can be obtained/processed.

For additional information, contact the FOIA/PA Officer at 751-5335.

Administrative Services Division (ASD) continues:

Mail Clerk and Mail Orderly Training Schedule. The following are times, dates, and locations:

- **Mail Orderly:** 0830, 13 Nov, at 1/34th IN Regt Classroom located at 12000 Dixie Rd.
- **Mail Clerk:** 0830, 5 Nov, 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).

Note: The above are the last training dates for the calendar year. Recommend units and activities evaluate their current mail operation to ensure they have sufficient certified Mail Clerks and Mail Orderlies needed during Victory Block Leave.

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

Army Migration to Adobe Fillable Forms.

Starting 1 Oct 14, the new Army forms solution is Adobe PDF. All Department of the Army (DA) forms will be available in fillable Adobe (.pdf). Full functionality of the DA fillable Adobe (.pdf) forms require either Adobe Acrobat 10 or higher or Adobe Reader 10 or higher.

The new fillable Adobe PDF forms (identified with "PDF-F" in the format column on the Army Publishing Directorate (APD) website www.apd.army.mil) will replace both the Lotus Forms (.xfl) format and the non-fillable Adobe (.pdf) forms that are currently available.

Starting 1 Oct 14, APD will design and publish only PDF fillable DA Forms.

The APD will continue to host existing IBM Lotus (.xfl) forms on the APD website until 1 Apr 15. Any changes required to a DA Form will only be made to the fillable PDF version, and the xfl format version will be removed at that time.

The myForms Portal (<https://myforms.ecms.army.mil/wps/myportal>) will not function with the fillable Adobe (.pdf) forms. Army users should use the fillable Adobe (.pdf) forms located on the APD website and refrain from using the myForms Portal.

Administrative Services Division (ASD) continues:

In order to view historical forms created in IBM Lotus (.xfl), organizations will need to immediately save to non-fillable Adobe (.pdf) files. This must be done before the IBM Lotus software is removed from organizational computer systems. Instructions on how to save forms to non-fillable Adobe (.pdf) are located at <http://www.apd.army.mil/Steps> for converting Lotus Form to Adobe (.pdf).

The point of contact for this action is Ms. Mary Armstead as indicated above.

Soldier for Life: Transition Assistance Program (SFL-TAP) POC: Ms. Carolyn Andrews, phone: 751-6062, or email: carolyn.b.andrews.civ@mail.mil.

Soldier for Life: Transition Assistance Program It is an exciting time for our transitioning Soldiers--the Soldier for Life: Transition Assistance Program (SFL-TAP) has enhanced opportunities available to our transitioning service members. Commanders and leaders are encouraged to ensure that our service member begin the transitioning process as soon as possible to ensure our transitioning Soldiers' success. The Fort Jackson SFL-TAP now offers three follow-on specialty tracks for separating service members: Boots to Business, Higher Education, and Career Technical Track. The SFL-TAP clients interested in starting their own business may register for a two-day seminar conducted by the U. S. Small Business Administration. This workshop covers all aspects of entrepreneurship. The Education Track is designed for service members seeking to pursue a college education. Participants will receive instruction in identifying one's goals, educational goals, education funding, researching and comparing institutions. A Military Transition Education Counselor is available for individualized counseling Monday-Friday from 0800-1700. For more information contact Ms. Burnell at 751-4714. This workshop assists transitioning service members in identifying civilian occupations, establishing career goals, and beginning applications for credentialing and vocational training.

Hiring Our Heroes Hiring Event. Fort Jackson will be co-hosting a "Hiring Our Heroes" Hiring Event on 18 Nov 14 at the Solomon Center from 1000-1300. Job Seekers are encouraged to register at <http://www.hiringourheroes.org>. All participating employers must have at least five employment opportunities to participate. This is a free event and open to active duty military members, guard/reserve members, veterans and military veterans' spouses. The DHR point of contact of this event is Ms. Carolyn Andrews as indicated above.





Information/Announcements

Director: Administration and Budget

Robert Youmans 751-3607 robert.d.youmans.civ@mail.mil

Military Personnel Division/Adjutant General: Military Personnel Actions; Quality Assurance Evaluations; Interactive Customer Evaluation; Corporate Assessment Surveys; Lean Six Sigma; DHR Quarterly Executive Review; Special Projects

Lonnie Stinson 751-7115 lonnie.t.stinson.civ@mail.mil

Adjutant General Division Project Manager: Military Personnel Division/Adjutant General Division Requirements

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

Retirement Services Office: Retirement Applications; Orders; Survivor Benefit Counseling

Gregory Fountain 751-5852 gregory.l.fountain3.civ@mail.mil

Personnel Operations Work Center: Casualty Affairs; Line of Duty; Officer Procurement; Separations; Transition; Release from Active Duty/Discharges (IET)

Andrea Payne 751-5763 andrea.d.payne3.civ@mail.mil

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

Twyla Perkins 751-5578 twyla.y.perkins.civ@mail.mil

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

Janice Spain 751-2753 janice.j.spain.civ@mail.mil

Trainee/Student Processing Work Center: 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

Dorothy Roberts 751-4422 dorothy.l.roberts6.civ@mail.mil

Administrative Services Division (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

Mary Armstead 751-5335 mary.a.armstead.civ@mail.mil

Soldier for Life: Transition Assistance Program (TAP): Transition Services; Job Assistance; Small Business Seminars; Veterans Benefits Briefings; Federal Employment Seminars

Carolyn Andrews 751-6062 carolyn.b.andrews.civ@mail.mil

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

Brenda Johnson 751-7209 brenda.g.johnson.civ@mail.mil

Army Substance Abuse Program (ASAP): Prevention Education; Biochemical Testing; Employee Assistance Program; Risk Reduction Program; ASAP Clinical Suicide Prevention Program

Ernestine Richardson 751-7938 ernestine.richardson.civ@mail.mil