

# **Community Information Exchange**May 1, 2024

### **Agenda**

**Opening Remarks** 

Calendar at a Glance

Follow-Up (AAFES)

**Closing Remarks** 

**DHR** 

**DES** 

**DPW** 

**Safety** 

**DFMWR** 

**PAIO** 



Final slides are available here:

https://home.army.mil/hawaii/garrison/pao/CIE





### **Opening Remarks**





### **Follow-Up from last CIE**



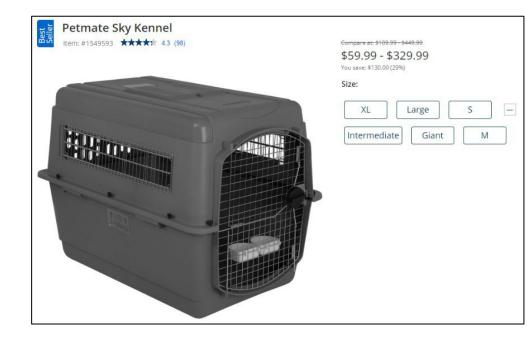


### **Army & Air Force Exchange**

#### **Updates:**

I am pleased to inform that we were able to add this size "48-32x35" to our online assortment.

- It will now ship to Hawaii
- Customers order and pick up their items at the Exchange Main Store's at either location Schofield or Hickam, or have it delivered directly to their home.
- All sizes commonly used on our flights to Hawaii are available at shopmyexchange.com for their convenience.







### **Directorate of Human Resources**

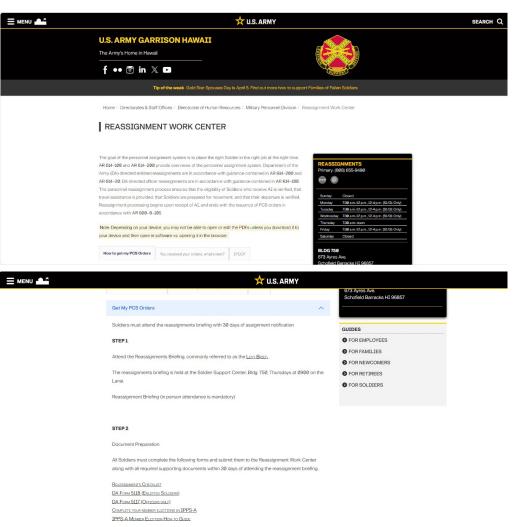
Matt Matunas Director of Human Resources (808) 655-4664





### **Summer PCS Season**

#### How do I get my PCS Orders?



FULL NAM	ME:		R	NK:	EMPL I	D:	
UNIT:			DEROS:	·	M M 2024	DoD:	
Best Con	act Number:			example:	4 May 2024		
Requ	ired Documents		If App	licable D	ocuments		
	Checklist				eservation (TD		
=	orm 5118 (Enlisted) / DA F		COT	eferment N	lemorandum (	OCONUS (	Only)
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You've received your orders, what's next?

**IPCOT** info

https://home.army.mil/hawaii/garrison/dhr/mpd/reassignments







# Directorate of Emergency Services (DES)

Colonel Charlie Green Director, DES

charles.a.green30.mil@army.mil









### Military Police Contact Information



MP Tip Line 808-260-3213 MP Station 808-655-5555

### **Case Information**

Police Administration 808-655-4688 MP Station/Building 3010, Lyman Road





# Directorate of Public Works (DPW)/Outages and Closures

Nisit A. Gainey Director, DPW 808-787-6131





### **Bulk Trash Pickup**

#### Dumpsters (Facility Solid Waste Disposal)

- DPW has a contract for providing and emptying dumpsters. It is the unit responsibility for keeping the area around the dumpsters free of debris and rubbish, in order for the contractor to access the dumpsters. Bulk items may NOT be left in the vicinity of the dumpster.
- DPW does not provide dumpsters for special events, except on a reimbursable basis. If you need a dumpster for a special
  event or tasking, your unit shall provide funding and contact DPW Service Contracts Branch at 656-4131 for assistance.

#### Bulk Pick up (Non-Housing Area)

- For bulk waste in non-family housing areas, you must contact DPW to arrange for a dumpster, at your unit expense. Bulk
  waste consists of but is not limited to: shipping cartons, scrap lumber, discarded furniture, appliances, and wood pallets.
  Automotive parts, to include batteries and tires, are not included in the items the refuse contractor will pick up and dispose.
- If bulk items are left outside a facility's designated waste dumpster, the dumpster will not be emptied until your bulk items are removed. The unit is responsible for keeping the area around their dumpster clear.
- There is a refuse facility run by the City & County of Honolulu just past the McNair Gate at Schofield Barracks. They will accept your bulk items, if you do not take them in a military vehicle (only for personal items, government purchased items are not accepted).
- Bulk waste coming from the family housing areas on post MUST be disposed of via the IPC refuse collection contract.

#### Bulk Pick up (Housing Area)

- Residents of Island Palm Communities have access to curbside bulk pick-up service for items that are too large for assigned refuse containers; acceptable bulk items consist of but is not limited to: furniture, appliances, grills, mattresses, disassembled bed frames, carpets, work-out equipment, and playground equipment.
- Bulk items should be placed curbside, not earlier than 5 p.m., the evening prior to scheduled trash pick-up day.
- Army Recycling Center (Schofield Barracks, 1087B McMahon Rd., Mon-Fri, 0730-1600)
  - Bulky Items that can brought to the Army Recycling Center (ARC) include: cardboard (flattened), untreated wooden pallets/scrap wood, and scrap metal.
  - Scrap metal items accepted consist of but is not limited to: grills (no propane tanks) and metal furniture.





### **Ongoing Scheduled Utility Outages**





### **Upcoming Electric Outage**

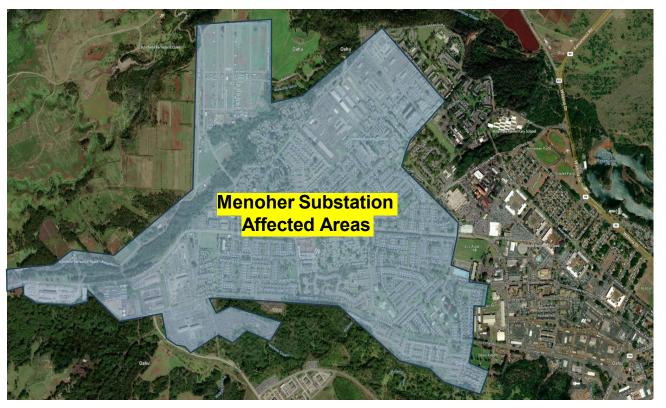
- **TENTATIVE** Planned Electric Outage
  - -21 Jun 2024 2000-0600
  - To repair equipment at Castner Substation to allow a backup source (Wahiawa-Mikilua) of power in case of loss of the primary source (Wahiawa-Waialua).
  - Castner Substation will remain energized but Menoher Substation will be de-energized to allow the work to proceed safely.
  - Potentially affected areas are shown in the maps attached.





### **Proposed Menoher Substation Power Outage**

#### **Affected Areas**



**WHAT: Proposed Menoher Substation Power Outage** 

WHEN: Friday, June 21, 2024 from 8pm – 6am

WHERE: Schofield Barracks

**WHY:** To build redundancy within our existing electrical grid. Crews will repair equipment at Castner Substation to allow a backup source (Wahiawa-Mikilua) of power in case of loss of the primary source (Wahiawa-Waialua). Castner Substation will remain energized but Menoher Substation will be de-energized to allow the work to proceed safely.

#### **Island Palm Communities**

- Kalakaua/Solomon Community (1419 homes)
- Porter/Moyer Community (753 homes)
- Santa Fe/Kaena Community (1246 homes)

#### **Schools**

Solomon Elementary

#### **DFMWR Services**

- Parent Central Services
  - Family Child Care
  - School Liaison Services
  - SKIES
- Child Development Centers (CDC)
  - Bowen
  - Peterson
  - Schofield
- Schofield SAC
  - Bennet YAC
- Leisure Travel Services
- Richardson Pool
- Outdoor Recreation

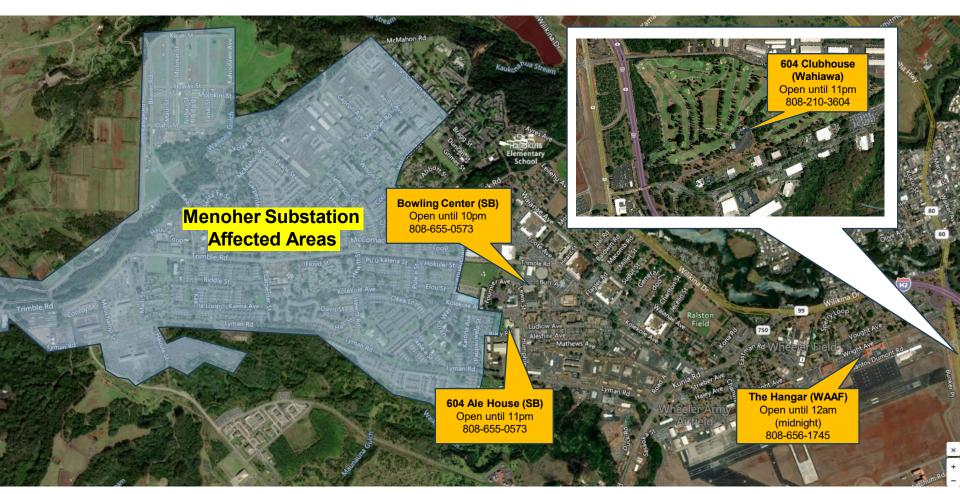
#### Work Areas / Units

- Area X-Ray
- 2IBCT
- 3IBCT
- 25ID ACE
- ZOID ACL
- 25ID Sustainment BDE
- 524<sup>th</sup> DSB
- 65<sup>th</sup> BEB
- 71st CHEM
- 8<sup>th</sup> MP BDE & sub. Units
- 84<sup>th</sup> EN BN
- SIM Center
- USAF Combat Arms Range
- IPC North Region Maintenance Warehouse



### **Proposed Menoher Substation Power Outage**

**Services Available** 



\*Here are establishments that will be open to be able to charge your phone, get A/C, & enjoy other amenities.





### **USAG-HI / SUMMER SAFETY**

Jonathan Markham SOH Specialist, GSO jonathan.l.markham.civ@army.mil





#### https://oceansafetyhawaii.gov

SUN SAFETY is important to prevent skin damage. Here are a few tips to keep you safe while enjoying a nice sunny day.

- ❖ Limit time in the sun, especially between 1000 and 1400 hours, when the sun's rays are most intense.
- Wear protective clothing, a wide brimmed hat, and sunglasses.
- Stay in the shade; use an umbrella, tree or other shelter for protection.
- Use sunscreen with a sun protection factor (SPF) of at least 15 and reapply every two hours or more often if you are swimming or sweating.

### **USAG-HI / Summer Safety**



Sun & Ocean Safety

OCEAN SAFETY is vital for summer fun. Here are a few tips while at the beach.

- Always swim at beaches with lifeguards on patrol and check with them for current conditions.
- Pay attention to warning signs and know what do in case of rip currents.
- Swim with a buddy and look out for each other.
- Always swim during daylight hours.
- Stay sober.
- If you need help, stay calm and get the lifeguards attention.



# Directorate of Family and Morale, Welfare and Recreation

Dennis Duck Acting Director, FMWR





### **Directorate of Family and MWR**

\*Army Emergency Relief \*

Army Emergency Relief Campaign 1 MARCH-14 JUNE 2024 2024 CAMPAIGN GOAL: \$75,000



- In 2023, USARHAW's AER donations raised over: \$73,309
- In 2023, USAG-HI AER processed 1,165 cases total assistance provided \$2,093,428.83







### **May Events**







### **Directorate of Family and MWR**

#### **Relocation Readiness Program**



WHO: Military Spouses

WHAT: Coffee, Culture, & Crafts

WHEN: Every 4<sup>th</sup> Monday of the month WHERE: 310 Brannon Rd. ACS Bldg. 690

WHY: Military Spouses will learn about the Hawaiian culture,

create crafts and make friends



WHO: Military Spouses
WHAT: Spouse Connection

WHEN: Quarterly

WHERE: Varying Community Centers

**WHY:** Provide military spouses a one-stop shop of valuable

information and resources that directly affect families



WHO: Military Spouses

WHAT: Spouse to Spouse Sponsor Training

WHEN: Upon Request

WHERE: 310 Brannon Rd. ACS Bldg. 690

WHY: Military Spouses support other Military Spouses

PCSing to Hawaii

For more information to sign up for classes, contact Army Community Service at (808) 787-4227





### **Directorate of Family and MWR**

#### **Exceptional Family Member Program**



Who: Exceptional Families of all branches

What: EFMP's Family Field Day

When: Saturday, June 8th 10 a.m. – 1:00 p.m.

Where: Taking place in the grassy area @ IPC Community Center (3708 McMahon Road, SB)









## Directorate of Family and MWR Child and Youth Services



# CYS Parent Advisory Board Meeting

#### What is PAB?

The objective of PAB is to provide a forum for patrons to hear from management and express concerns and suggestion, to exchange information about current and upcoming CYS policies and programs, to continually improve communications between service providers, and the community to coordinate workshops/training opportunities to parents.

#### Why Should I join PAB?

To support and ensure the best possible service and well-rounded child and youth program is being coordinated. Parent's participation in the PAB will receive parent participation points toward earning a parent participation fee reduction.

Earn 10% off your next bill

10 Parent participation points are required; each meeting is 2 points.

Please contact your centers front desk to learn more!

Conference Phone Number: 1-571-616-7941 Conference ID: 343162131#

#### **Next Meeting:**

Thursday, 23 May 2024 1600 – 1630



Microsoft Teams



Join us for CYS updates and the opportunity for feedback





# Plans, Analysis and Integration Office

Chris Sapsis

Management and Program Analyst
ICE/ISR, PAIO





### Interactive Customer Evaluation (ICE)

#### **Customer Interface**

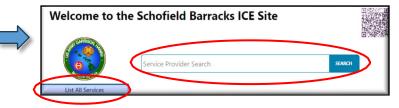
1. Navigate to ICE page: https://ice.disa.mil/



2. Search for desired organization:



3. Service selection: type-in search or select from list of available services on the left



"Schofield Barracks"

"Pohakuloa Training Area"

5. Optional: request response and/or provide contact information.

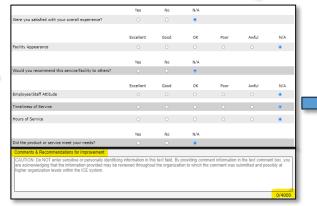


a. answer survey



b. provide a comment





□R	equest a Response					
*2f yo	u would like a response, please check the Request a Response ch	seckbox above and enter our contact inform	mation below.			
	Name: (optional)		Phone: (optional)			
		]				
	Email: (optional)		Reference Number: (optional)			
		]		]		
Appeny Disobaser Mode? The public sporting busines for this collection of information, CVIS STRA-CCI, is estimated to swarpy 3 minutes per requirem. Including the later in whiching introduces, searching estimating data sources gathering and maintaining the data resealed, and completing and maintaining the collection of information. Seed comments appealing the business are two control of the collection of information. Seed comments appealing the business are two control of the collection of information of information of information of information of information of information of informati						
SUBMIT						

**Select SUBMIT** 





### **Interactive Customer Evaluation (ICE)**

#### **Processing Customer Feedback**





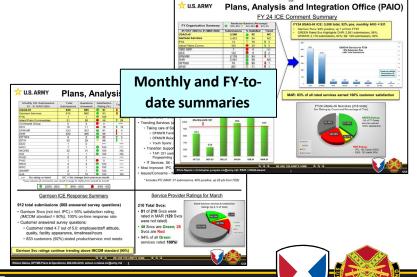
- 7. From ICE Transactional DB:
  - a. ICE System notifies Service Provider (SP) Mgr. via email
  - b. ICE System delivers email notification to customer

8. Service Provider responds to customer (outside of ICE) and annotates the Follow-up section of the submission (within ICE)





9. ICE system generates reports that inform Voice of the Customer briefs to SC and GC







#### May 2024

MAY: Asian American & Pacific Islander Heritage,

Military Spouse Appreciation, Mental Health

Awareness, National Military Appreciation Month

**5/1:** Installation Volunteer Recognition Event

5/2: National Day of Prayer Luncheon

**5/4:** May the 4th Run (SB)

**5/6:** Military Spouse Appreciation Day

5/18: Armed Forces Day

5/17: ACS ERP Career Fair

**5/21:** Spouse Connection Resource Fair (AMR)

**5/21:** Celebration of Life and Memorial of West

Loch (Punchbowl)

**5/24:** Garrison Organization Day

5/27: Installation Memorial Day Ceremony

### Calendar at a Glance

#### **June 2024**

**JUN:** PTSD Awareness, PRIDE Month

**6/1:** National Trails Day

**6/6:** D-Day 80h Commemoration

8/6: EFMP's Family Field Day

6/12: Women Veterans Day

**6/14:** 249<sup>th</sup> Army Birthday

**6/9-15:** Flag Week

**6/15:** Army 10 Miler Qualification Run

6/19: Juneteenth

**6/26:** Education Fair (SB 604 Conf Rm)

6/27: PTSD Awareness Day





### **Closing Remarks**





### **Additional Information**





# DPTMS/Hurricane Preparedness

Mr. Joe Paul Emergency Manager Joseph.r.paul2.civ@army.mil (808) 656-0221



### **Alert Mass Notification System**



DoDi 6055.17, DoD Emergency Management Program, February 13, 2017, states that All DoD military and civilian personnel and contract support personnel whose normal place of duty is on a DoD installation or within a DoD facility must ensure that their personal contact information, (including afterduty hours contact information, personal cellular phone numbers, landline phone numbers, e-mail addresses, home address, etc...,) is entered into the system and regularly updated or verified every 90 days to remain current and accurate.

The Installation Operations Center (IOC) pushes all Installation notifications as necessary for:

- Disaster Warnings
- Law Enforcement Emergencies
- Emergency Operations Center (EOC)/ Emergency Family Assistance Center (EFAC) Activations

24/7 Alert! Help Desk: 866-515-0551 USAG-HI EM: Mr. Joseph Paul, (808) 656-0221,

joseph.r.paul2.civ@army.mil



### **Alert Mass Notification System**



Bottom right of computer desktop monitor tray (^) - right click>Edit Contact Info

#### Minimum Contact Devices:

- One Work Email
- One Work Phone
- One After Hours Number (Recommend Cell Phone)

Alert! Notifications come from the United States Army Garrison Hawaii – IOC in the following grouped order:

- Computer Popup, Work (text) and Home SMS (text)
  - 5 Minute Delay
- Work / home (703 area code or text from 246-39); called up to 3 times if no response.
  - o 5 Minute Delay
- Work and Home Email

Please review or listen to the **whole message**. At the end of the message, you must select "Acknowledge Notification" or "Confirm." Correctly responding will cancel further notifications. Failure to respond correctly will result in every registered device receiving notification 3 times.



#### Client Account Dashboard

Dashboard

Personal Information

Associations

Military Locations

Command Structures

Addresses

Additional Attributes

Contact Information

Family Members

Military Location: United States Army Garrison, Hawaii (W3RBAA)
USAG-Hawaii-Schofield Barracks





### **Hurricane Preparedness**

Hurricanes (also called typhoons and cyclones) are massive storm systems that form over warm ocean waters and move toward land.

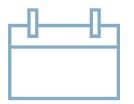
Hurricanes . . .



can happen along any U.S. coast or territory.



can affect areas more than 100 miles inland.



are active JUNE thru NOVEMBER.

### PROTECT YOURSELF FROM A HURRICANE

Know your evacuation zone and consider your personal risk.





Evacuate immediately if told to do so. If not, take shelter from high winds in a designated storm shelter or an interior room.

Make a plan to evacuate AND be ready to shelter in place.





Turn around, don't drown! Do not walk, swim or drive through floodwaters.



### **U.S. ARMY**

### **Hurricane Preparedness**

Sanitation Moist towelettes.

ties, hand sanitizer, toilet

for personal sanitation.

turn off utilities, basic tool

☐ Important documents and

cash Carry vital papers in a

kit, duct tape.

heavy-duty garbage bags with

paper, baking soda/kitty litter

to absorb odors, and gloves

### **PLAN AND PREPARE**

### **NOW FOR THE NEXT** DISASTER

Recommend minimum of 14 days for each person ☐ **Tools** Wrench or pliers to

#### ■ Water: 1 gallon/person per drinking day for and sanitation.

- ☐ Food Non-perishable food that does not require cooking. Best: peanut butter, protein shakes, dried fruits, & nuts. Infant Formula & food for special needs.
- ☐ Utensils
- ☐ **Radio** Battery-powered or hand crank radio with NOAA Weather alert.
- ☐ Flashlight with extra batteries.
- ☐ Cell phone and solar charger.
- Whistle Important for signaling for help; carries much farther than voice
- Dustmask Filters contaminated air.

#### **Download HNL** Info app on your phone

For info about emergencies, weather advisories, traffic bulletins. and much more via SMS or Email.

#### **LEARN**

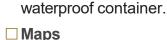
#### PLAN

Create and practice a family disaster plan. Designate a secondary meeting place and an off-island contact.

Individual, Family and

Disaster planning is everyone's responsibility. Carefully review this information and take the time today to discuss & plan preparedness strategies with family, friends, neighbors and co-workers.

Educate yourself on disasters that can affect you and your family.



- □ Prescription medications glasses/contact lenses. medical devices, first aid kit.
- ☐ Pets Food and extra water
- Hygiene Feminine products, personal hygiene items, diapers, incontinence

supplies.

Pictures Carry a photograph of you, your family & friends to help locate each other if you are separated.





**Emergency Management** City and County of Honolulu 650 South King Street Honolulu, HI 96813











### **Army Medicine**

### **Desmond T. Doss Health Clinic**

LTC Elizabeth Poindexter
Deputy Commander for Nursing





## Army Medicine Desmond Doss Health Clinic

#### **Key Resources and Phone Numbers**

• Tripler and DDHC Consolidated Appointment Line: 1-888-683-2778

TRICARE West: 1-844-866-9378

MHS GENESIS Patient Portal: https://patientportal.mhsgenesis.health.mil

Nurse Advice Line: 1-800-874-2273 (option 1)

• **DEERS updates**: <a href="https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating">https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating</a> and Correcting DEERS Data, or by phone 800-538-9552

- Mental Health Resources
  - MilitaryOneSource: <a href="https://www.militaryonesource.mil">https://www.militaryonesource.mil</a> or 1-800-342-9647
  - Suicide and Crisis Lifeline: call or text 988
  - Psychological Health Resource Center 24/7: 1-866-966-1020
- EFMP questions email box: <u>usarmy.tripler.medcom-tamc.list.pe-efmp@health.mil</u>
- DDHC Website: <a href="https://desmond-doss.tricare.mil/">https://desmond-doss.tricare.mil/</a>





## Army Medicine Desmond Doss Health Clinic

#### **MHS Genesis Patient Portal**

You can book your routine primary care medical appointments online!

Patients enrolled in a military treatment facility on Oahu can now use the MHS Genesis Patient Portal to schedule a new appointment.

https://patientportal.mhsgenesis.health.mil



#### Vaccinations available:

COVID-19 vaccines are currently available at DDHC Immunizations, Building G (683), for DDHC patients 6 months and older.

Follow us on Facebook for the most up-to-date information!

@Desmond.T.Doss.HealthClinic

@TriplerArmyMedicalCenter





### **Island Palm Communities**

Iris KirkPilger
Project Director
Iris.kirkpilger@lendlease.com





### Island Palm Communities (IPC)

#### **Upcoming Events**

> MAY

5-6: Military Spouse Spirit Week

5-10: North Lei Day 5-17: South Lei Day

5-25: Community Wide Yard Sale

> JUNE

6-4: North Splash Into Sumer- Wheeler Pool

6-11: King Kamehameha Day – Lei Class

6-15: Father's Day Grill Masters Contest

> JULY

7-10: Teen Splash – Fort Shafter Pool

Ongoing Fitness Classes: Xtreme Hip Hop, MixedFit, Yoga, Zumba

Would you like to volunteer at our events?

Contact events@ipchawaii.com

https://www.facebook.com/islandpalmcommunities







### Island Palm Communities (IPC)

#### Refer a Friend



You CAN live on post

#### **Because You Serve Too!**

Civil Service, DoD employees & Contractors, Military & DoD Retirees, and Reservists can enjoy a variety of amenities and complimentary services including:

- 24/7 Maintenance
- All Utilities Paid
- Pet Friendly (Only \$75 Pet Fees at Move-In)
- Military Presence within the Community
- Live close to Work
- Welcome Home Center with multi-purpose rooms to reserve for free
- Community Parks
- Basketball Courts
- Splash Park
- Dog Parks Available for our Furry Friends
- Walking and Bike Paths
- Free Monthly Resident Events



(808) 377-6301











### **Army & Air Force Exchange Services**

NanamiTaniguchi
Main Store Manager

TaniguchiN@aafes.com
(808) 622-1773

Follow us on Facebook: Exchange (Hawaii Consolidated))





### **Army & Air Force Exchange**

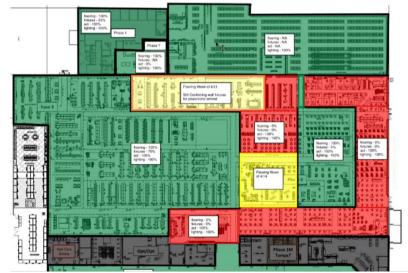
#### **Construction Update**

#### **Construction Updates**

- Overall schedule is trending to be completed in June
- On Map, all areas in green is completed flooring and lighting
- Jewelry and Cosmetics Area floors currently being polished
- Ceiling lights in customer service just installed











The Exchange "By The Numbers"								
PACIFIC REGION 2023								
\$23.8M or	FOOD ONLINE ORDERS/ HOME DELIVERIES FOR	\$170M	TOTAL EARNINGS					
1M orders	MILITARY AND FAMILIES	\$170W	GENERATED IN FY 2023					
\$1.3M	CUSTOMERS' SAVINGS USING MILITARY STAR FOR FOOD IN 2023	12 18,499K	MILITARY EXERCISES AND TROOPS SUPPORTED THROUGHOUT THE REGION					
\$3.03M or 198K meals	AIRLINE CATERING MEALS TO SUPPORT AIRBORNE MISSIONS	1,348,490 Meals	SCHOOL LUNCHES & BREAKFASTS SERVED IN FY 2022					
757	CURRENT WORKFORCE IN PAC REGION CONNECTED TO MILITARY	5,090,943	CASES OF MERCHANDISE SHIPPED THROUGH DCs TO SUPPORT MILITARY					
275	LOCAL RETAIL CONTRACTS TO BUILD HOST COUNTRY RELATIONS/BUSINESSES	1,301	FACILITIES IN KOREA/ GUAM/OKINAWA/JAPAN/ HAWAII					
672,524	LOAVES OF BREAD PRODUCED IN EXCHANGE BAKERIES FOR DeCA	2,270,540	BAKED GOODS PROVIDED TO SUPPORT DeCA, MWR, EXPRESS & NAME BRAND FAST FOODS					



### **USO/Upcoming Events**

Evon Haley

Center Manager, Schofield Barracks

Phone: (808) 650-4390

Email: ehaley@uso.org





### **USO/Upcoming Events**



All activities will take place at 208 Trimble Rd. Bldg. 586, unless otherwise noted.

#### Follow us on Facebook:

https://www.facebook.com/USOschofieldbarracks/

or

#### Instagram:

https://www.instagram.com/hawaii\_uso/





### **USO/Upcoming Events**







