



U.S. ARMY



Community Information Exchange

September 30, 2020

U.S. Army
Garrison Hawaii



Welcome

Slides are available at <https://home.army.mil/hawaii>

MENU



U.S. ARMY GARRISON HAWAII

The Army's Home in Hawaii



QUICK LINKS



COMMUNITY CALENDAR



COMMUNITY INFORMATION EXCHANGE



HIKING ON ARMY INSTALLATIONS



ID CARDS



NEWCOMERS



PHONE BOOK



POLICIES & COMMAND PUBLICATIONS



U.S. ARMY HAWAII NEWS



VETERANS DAY DISCOUNTS

FACEBOOK



U.S. Army Garrison Hawaii

TWITTER

Tweets by @usaqhawaii





Welcome

MENU

U.S. ARMY

SEARCH

U.S. ARMY GARRISON HAWAII

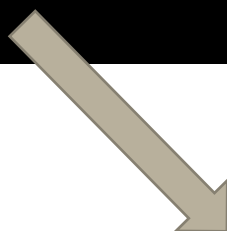
The Army's Home in Hawaii



Home / Directorates & Staff Offices / Public Affairs Office / Community Information Exchange

COMMUNITY INFORMATION EXCHANGE

- Slides are available at <https://home.army.mil/hawaii>
- Scroll to current month



Community Information Exchange, or CIE, is held every month, and is open to anyone who wishes to attend, including Hawaii Soldiers and family members. The meetings are from 9-10 a.m., the last Wednesday of each month, at Schofield Barracks. Meetings are not held in December. They are also streamed live on the garrison's page.

Community Information Exchange meetings inform Soldiers and families on installation and community matters. The responsibility for conducting Community Information Exchange meetings rests with the garrison commander and the agenda of installation-wide and community-wide topics of interest and concern.

The garrison commander and/or the U.S. Army Hawaii senior commander attends and supports the meetings, along with garrison subject-matter experts and directors.

Slides from the meetings are available to download below. Past meetings can be viewed on [FACEBOOK](#).

2020

2019

2018

ABOUT U.S. ARMY GARRISON HAWAII

U.S. Army Garrison Hawaii provides quality services, installation facilities, training and recreational centers to nearly 100,000 Soldiers, civilians and family members stationed on the islands of Oahu and Hawaii.

The garrison is headquartered at Wheeler Army Airfield, just 20 miles from the state capital of Honolulu.

Hawaii's mild climate allows for year-round training and deployment operations, while its





Agenda

- Opening Remarks
- Directorate of Family and Morale, Welfare and Recreation
- School Liaison Office
- Directorate of Public Works
- Housing
- Directorate of Emergency Services
- Desmond T. Doss Health Clinic
- Public Health Activity-Hawaii
- Religious Support Office
- Legal Assistance Office
- SHARP
- Public Affairs Office
- Community Organizations
- Calendar at a Glance
- Online Resources
- Closing Remarks

Slides available at
<https://home.army.mil/hawaii/index.php/garrison/pao/CIE>





25ID & USARHAW Halloween Recommendations

Under current conditions, Halloween activities are anticipated to be authorized implementing the following COVID-19 safety and prevention protocols. Guidance may change as the local situation changes.

- Groups no greater than five people, unless in the same household
- All those participating in Halloween activities, must wear masks and maintain six feet distance between other groups. Any individual over the age of two is required to wear a mask---ie parents/guardians escorting “trick-or-treaters”. A costume mask is not a substitute for a cloth mask unless it is made of two or more layers of fabric that covers your mouth and nose. “Trick-or-treaters” should highly consider using a Halloween themed cloth mask for Halloween activities.
- “One-way trick-or-treating” is highly recommend for Halloween activities in order to limit interaction. This includes having candy readily available outdoors for children to grab-and-go, either in the driveway or the edge of the yard while wearing a mask. "Trick-or-Treaters" should not come to the front door of any house for candy.
- Use of hand sanitizer/hand washing is highly recommended after visiting each house and/or passing out candy to groups.
- Families are encouraged to "Trick-or-Treat" in their own neighborhood (within their block)
- If you choose not to participate in Halloween activities, turn off your porch lights.
- Post is still closed to visitors for Halloween.
- “Trunk-or-treat” activities are at high risk for spreading the COVID 19 virus. Units are encouraged to develop creative and innovative lower risk activities for Halloween (such as a drive thru event where candy is distributed). For any Halloween event, BN Command teams will ensure that the proper COVID mitigation measures are develop and strictly enforced. At a minimum, activities will incorporate social distancing measures, group activity size restrictions, and hygiene protocols as part of their plans (not all-inclusive list of considerations)





Directorate of Family and Morale, Welfare and Recreation

Rhonda D. Hunter
Director
(808) 656-0037





Directorate of Family and Morale, Welfare and Recreation

AN OFFICIAL ARMY FAMILY AND MWR SITE



HAWAII

WE ARE THE ARMY'S HOME

I'M LOOKING FOR

Facility Closures and Updates



HAWAII

Step 1 – Visit MWR Hawaii Website
URL: <https://hawaii.armymwr.com/>



HAWAII

Step 2 - Click Tab for Happenings

HOME LIFE

RECREATION

DIRECTORY

CALENDAR

HAPPENINGS



HAWAII

Step 3 – Select facility

(sorted by location for easy find)

Aliamanu Military Reservation and
Tripler Army Medical Center
Reopened and Closed Facilities



Army Community Service
Reopened and Closed Facilities



Fort Shafter Reopened and Closed
Facilities



HMR, PARC, Kennels, TAMC and
KMC Reopened and Closed
Facilities



Wheeler Army Airfield Reopened
and Closed Facilities



Schofield Barracks Reopened and
Closed Facilities





Directorate of Family and Morale, Welfare and Recreation

Child and Youth Services

Military Child Care – Hawaii Priorities Waitlist Report

Priority	Infant	Pretoddler	Toddler	Preschool	School Age	Total
1A	2	1	1	2	5	11
1B.1	0	0	0	0	0	0
1B.2	24	8	6	11	35	84
1B.3	0	0	1	0	0	1
1B.4	90	20	13	23	69	215
1B.5	2	1	2	2	1	8
1C.1	45	48	34	65	25	217
1C.2	0	1	1	0	2	4
1D.1	9	23	7	25	4	68
1D.2	1	0	1	1	0	3
2A	14	13	6	4	6	43
2B	19	15	0	5	2	41
Total 1 & 2	206	130	72	138	149	695

1A - Child Development Program Staff

1B.1 - Combat - Related Wounded Warrior

1B.2 - Single/Dual Active Duty

1B.3 - Single/Dual Guard/Reserve

1B.4 - Active Duty with Full-Time Working Spouse

1B.5 - Guard/Reserve w/ Full-Time Working Spouse

1C.1 - Active Duty w/ Part-Time Working/Seeking Employment Spouse

1C.2 - Guard/Reserve w/ Part-Time Working/Seeking Employment Spouse

1D.1 - Active Duty w/ Full-Time Student Spouse

1D.2 - Guard/Reserve w/ Full-Time Student Spouse

2A - Single/Dual DoD/Coast Guard Civilian Employees

2B - DoD/Coast Guard Civilian Employees w/ Full-Time Working Spouse

Priority 1A & Priority 1B patrons may not be supplanted.

Priority 3, Space Available. When Priority 1 and 2 patrons are placed into care, CYs Services may place other eligible patrons not identified in Priority 1 and 2 into space available care





Directorate of Family and Morale, Welfare and Recreation

Child and Youth Services (CYS) COVID-19 Fee Options

School Age Centers: The COVID-19 Fee Option discontinued effective 15 September.

- As school district changes occur, CYS will remain flexible and adapt to those changes as resources and staffing permit.
- While the CYS mission is not to replace their school provided education, CYS will partner with you and your child's school district to ensure that your child's continued learning is facilitated in a safe and healthy environment.
- Adjustments to the fee schedules / charges to the parents will occur as the school schedules change.

Child Development Centers: We have received notification to provide parents 30 days notice that the COVID-19 fee option will discontinue & parents will be responsible for the full child care fees. Please Stay Tuned & Watch For Communication From CYS.

SY 20-21 SCHOOL AGE CARE (SAC) and KINDERGARTEN (K) Middle School/Teen (MS/T) COVID MONTHLY CHART (July 2020)										
Total Family Income Category	Full Day	Before & After	Before	After	Part Time	2 Day B/A 3 Day Full Time Care	3 Day B/A, 2 Day Full Time Care	SAC/K Camp Weekly	MS/T Before Camp (Wkly)	
CAT 1 \$0-\$32,525	\$304	\$166	\$68	\$98	\$212	\$251	\$222	\$70	\$35	
CAT 2 \$32,526-\$39,491	\$368	\$204	\$84	\$120	\$258	\$303	\$271	\$85	\$43	
CAT 3 \$39,492-\$51,108	\$448	\$246	\$100	\$146	\$312	\$368	\$328	\$103	\$52	
CAT 4 \$51,109-\$63,884	\$512	\$282	\$116	\$166	\$358	\$422	\$375	\$118	\$59	
CAT 5 \$63,885-\$81,310	\$582	\$320	\$132	\$188	\$408	\$479	\$426	\$134	\$67	
CAT 6 \$81,311-\$94,032	\$634	\$348	\$142	\$206	\$444	\$521	\$464	\$146	\$73	
CAT 7 \$94,033-\$110,625	\$652	\$358	\$146	\$212	\$456	\$536	\$477	\$150	\$75	
CAT 8 \$110,626-\$138,330	\$674	\$370	\$152	\$218	\$472	\$554	\$493	\$155	\$78	
CAT 9 \$138,331+	\$694	\$382	\$156	\$226	\$486	\$571	\$508	\$160	\$80	
CAT 9A Not Applicable	\$912	\$502	\$206	\$296	\$638	\$750	\$667	\$210	\$105	

Please contact Parent Central Services to address any issues or concerns at Schofield Barracks PCS 808-655-8380 or Aliamanu PCS at 808-833-5393





Directorate of Family and Morale, Welfare and Recreation



Unauthorized Child Care Homes put Children at Risk

Help keep children Safe.

Parents: Register your children through Parent Central Services, to ensure your provider is certified. If in doubt, call your local CYS office. Report violations to CYS immediately.

Army CYS Policy: If you provide more than ten hours of on-post childcare a week and have not been certified as a Family Child Care Provider, you may be in violation of your Housing Lease Agreement and could be jeopardizing the safety and well-being of children. Contact CYS to start the certification process to become a Family Child Care Provider.



Your Child's Home Away from Home.

Contact your local CYS Office for more information.





Directorate of Family and Morale, Welfare and Recreation

Army Community Service

CHILD CARE ASSISTANCE Program

Effective 1 February 2020



ARMY EMERGENCY RELIEF



Intent: To provide assistance and relieve distress on Soldiers and Families for "out-of-pocket" child care expenses that exceed the Army Fee Assistance cap up to \$500 per family for 90 days (3 consecutive months) after a Permanent Change of Station (PCS)

Eligibility: Active Duty Army and Active Guard Reserve (AGR) Soldiers with Permanent Change of Station (PCS). Army National Guard and U.S. Army Reserve Soldiers on Title 10 orders for activation or CO-ADOS orders ARE NOT eligible for this program. Activation and CO-ADOS orders ARE NOT considered PCS orders

The first AER assistance request **MUST BE** submitted within the first 120 days after the Family with dependent children have arrived at the new duty station

Assistance will **ONLY** be considered for a "valid financial need" for up to \$500 per month, per Family, regardless of the number of children enrolled

Soldiers will return to the AER Section every 30 days for three consecutive months to validate that the need still exists. Lump sum assistance for 90 days **WILL NOT** be considered

Forms of Assistance: Loan, Grant, or combination of both

Program available 1 February 2020

Detailed Information and Guidelines for this program are available from ACS,
(808) 787-4227





Directorate of Family and Morale, Welfare and Recreation

AER

ARMY
EMERGENCY
RELIEF

[No Title]

HOME SCHOOL AND REMOTE EDUCATION ASSISTANCE PROGRAM

Purpose: to assist parents of children who were affected by a COVID-19 school closure on or after 1 March 2020 and those who have selected the home-school, virtual/distance learning or hybrid program options for SY2020/2021. On 24 July 2020, AER expanded the program to include those who were homeschooling prior to the COVID pandemic crisis in school years 2019/2020/2021.

Eligibility: Active Duty Soldiers, U.S. Army Reserve /Army National Guard Soldiers on continuous Active Duty orders (Title 10, Title 32), Retired Soldiers, and Survivors with dependent children in grades K-12th and those attending college/university at the undergraduate level (updated 4 August 2020).

Coverage: Home schooling costs for specific school supplies and equipment **up to \$1,500 per family** (updated from \$500/family on 24 July 2020).

Home School and Remote Education Assistance will be available in the form of a loan, grant, or combination **based on a valid financial need.**



Detailed Information and Guidelines for this program
are available from ACS, (808) 787-4227





October is ... Domestic Violence Awareness Month

“United to END Domestic Abuse”

ACS is hosting the following events to raise awareness:

- DVAM Proclamation Signing at CIE – SEP 30
- DVAM Virtual 5K RUN/WALK – OCT 1 – 9
- FACEBOOK Couples Challenge – OCT 1 – 14
- Purple Painting Party – SEP 30



To sign up for DVAM events
please call ACS at 808-787-4227





October is ... Domestic Violence Awareness Month

Military Resources

-SAFELINE:

808-624-7233

-MP:

(SB) 808-655-7114

(FS) 808-433-7114

-Military Family Life Counselors:

808-222-7088

-Family Life Chaplain:

808-655-9355

-FAP Behavioral Health:

(SB) 808-655-8579

(TAMC) 808-433-6606

-Military One Source:

1-800-342-9647

Community Resources

-ALOHA UNITED WAY:

2-1-1

-National Domestic Violence Hotline:

1-800-799-7233

-Domestic Violence Action Center (DVAC):

1-808-531-3771





Directorate of Family and Morale, Welfare and Recreation



2020 Holiday Gift Wrapping Opportunity



- **Who:** Soldier and Family Readiness Groups (SFRGs) authorized to operate on USAG-HI installations
- **What:** SFRGs will be allocated one date for gift wrapping at the company level. It is the responsibility of the units to ensure that time slots are covered for the entire day.
- **Where:** Outside of the Schofield Barracks Main Exchange Mall and the Fort Shafter Market for gift wrapping to include the set up of two tables, four chairs, signage and an initial supply of wrapping paper.
- **When: Two events and location**
 - (1) **Fort Shafter**, 29 Nov 20 to 24 Dec 20 from 7 am-7 pm (Mon-Fri), 10 am-5 pm (Sat-Sun) and is subject to change.
 - (2) **Schofield Barracks**, 27 Nov 20 to 24 Dec 20 from 9 am-8 pm (Mon-Thurs), 8 am-8 pm (Fri-Sat), 10 am-6 pm (Sun), and is subject to change.
- **How:** Family and Morale, Welfare and Recreation will accept completed fundraising requests forms through 30 Oct 20 via email to the Installation
- Fundraising Coordinator at: usarmy.wheeler.imcom-pacific.mbx.fundraising@mail.mil. Digital Request forms can be downloaded at: <https://hawaii.armymwr.com/contact-us>. **Requests will NOT be accepted over the telephone, in person, or by fax and must be received by close of business 30 Oct 20.** **Drawings will be conducted on 10 Nov 20 through MS Teams.** The SFRG POC must register for a MS Teams account.

Point of Contact: Ms. Gloria Garcia,
Business and Non-Profit Liaison, (808)
656-0104

SFRGs and participants are responsible
for complying with and verifying current
COVID-19 restrictions per State, Local,
and Federal guidelines.





School Liaison Program

Ms. Tamsin Keone
Army School Liaison Officer
Child and Youth Services
(808) 655-8326





School Support Services

School Liaison Office

- Oct 2:** End of First Quarter (and last day of full Distance Learning) for public school students
- Oct 5 - 9:** Fall Break for public school students
- Oct 7:** Online registration deadline for November 7 SAT. Register online: www.collegeboard.org
- Oct 12:** Teacher Work Day for some public schools – please check your child's school calendar
- Oct 14:** Federal Survey Cards distributed to all public school students

• **Current Hawaii DOE status:**

- Most public school students are participating in distance learning through October 2
- Identified students with Individualized Education Plans (IEP) receive appropriate services on campus
- 2nd Quarter will begin on October 12 with distance learning. Hawaii DOE Complex Area Superintendents will use HI Department of Health metrics to help determine when school campuses are safe to transition to blended learning. Schools will communicate with parents regarding their re-opening plans
- Grab and Go meals only (student meal accounts will be charged)

• **SCHOOL COMMUNITY COUNCILS (SCC)**

- ✓ Required of every Hawaii public school
- ✓ Helps craft the school's Academic and Financial Plan
- ✓ Enables shared-decision making among principal, teachers, school staff, parents, students and community members to improve student achievement
- ✓ Stay informed about what is happening at the school and contribute to the shared goal of student achievement – be a Parent Representative on the SCC!
- ✓ For more information, speak with a School Administrator or an Army School Liaison Officer





School Support Services

School Liaison Office

FEDERAL SURVEY CARDS

- ✓ The Federal Impact Aid Program Survey is designed to assist local school districts who have lost revenue due to Federal properties exemption from local property taxes
- ✓ The program generates \$35 - \$45 million each year to partially reimburse school districts that lose revenue and helps offset costs for school materials and resources, substitute teachers, student transportation, transition centers, school utilities and facilities
- ✓ Each survey helps give an accurate count of Hawaii's federally-connected students and validates eligibility of Military-Impacted schools for federal grants and programs

100%
Return

1 card per
student

Return
completed
cards
ASAP

School Use Only		SPAB Use Only	
FEDERAL IMPACT AID PROGRAM SURVEY FORM			
The survey date is October 14, 2020			
All boxes must be filled in with complete information if applicable.			
STUDENT INFORMATION			
Student's Last Name	First Name	M.I.	Date of Birth
Student's Home Address (Use home address or physical description instead of P.O. Box)		City	State
If the above property is a Federal Property or Hawaii Public Housing Authority (HPHA) rental unit, enter the name of this property or housing (See Section II)		Name of Federal Property or Hawaii Public Housing	
1st PARENT/GUARDIAN INFORMATION EMPLOYMENT INFORMATION: GENERAL			
Parent/Guardian's Last Name	First Name	M.I.	Relationship (Father/Mother/Guardian)
Name of Employer	Address of Employer (Use street number and street name)		City
Name of Federal Property if applicable	Address of Federal Property (Use street number and street name)		City
Name of Ship if applicable	Hull No.	Homeport	Name of Controlling Agency
1st PARENT/GUARDIAN INFORMATION EMPLOYMENT INFORMATION: UNIFORMED SERVICES			
Branch of Service as of Survey Date		Status as of Survey Date	
<input type="checkbox"/> Air Force <input type="checkbox"/> Army <input type="checkbox"/> Navy <input type="checkbox"/> Marine <input type="checkbox"/> Coast Guard <input type="checkbox"/> NOAA <input type="checkbox"/> USPHS		<input type="checkbox"/> Active Duty <input type="checkbox"/> National Guard <input type="checkbox"/> Reserve <input type="checkbox"/> Title to order attached	
1st PARENT/GUARDIAN INFORMATION EMPLOYMENT INFORMATION: FOREIGN MILITARY			
Must be both an accredited foreign government official and a foreign military officer			
Name of Foreign Government as of Survey Date		Branch of Service as of Survey Date	
2nd PARENT/GUARDIAN INFORMATION EMPLOYMENT INFORMATION: GENERAL			
Parent/Guardian's Last Name	First Name	M.I.	Relationship (Father/Mother/Guardian)
Name of Employer	Address of Employer (Use street number and street name)		City
Name of Federal Property if applicable	Address of Federal Property (Use street number and street name)		City
Name of Ship if applicable	Hull No.	Homeport	Name of Controlling Agency
2nd PARENT/GUARDIAN INFORMATION EMPLOYMENT INFORMATION: UNIFORMED SERVICES			
Branch of Service as of Survey Date		Status as of Survey Date	
<input type="checkbox"/> Air Force <input type="checkbox"/> Army <input type="checkbox"/> Navy <input type="checkbox"/> Marine <input type="checkbox"/> Coast Guard <input type="checkbox"/> NOAA <input type="checkbox"/> USPHS		<input type="checkbox"/> Active Duty <input type="checkbox"/> National Guard <input type="checkbox"/> Reserve <input type="checkbox"/> Title to order attached	
2nd PARENT/GUARDIAN INFORMATION EMPLOYMENT INFORMATION: FOREIGN MILITARY			
Must be both an accredited foreign government official and a foreign military officer			
Name of Foreign Government as of Survey Date		Branch of Service as of Survey Date	
<small>This information is the basis for payment to your school district of federal funds under the Impact Aid Program (Title VII of the Every Student Succeeds Act), and may be provided to the U.S. Department of Education if your school district's application for payment is accepted. This form must be signed and dated for your school district to receive funds based on this information.</small>			
<small>*By signing this form, I am certifying that all typed and written information on this form is accurate and complete as of the survey date.</small>			
Signature of Parent/Guardian		Date	

SEPARATE AND RETURN ONLY THIS PAGE TOMORROW





Directorate of Public Works (DPW)

Dave Pawlak
Deputy Director
(808) 656-1289





Fort Shafter

7th Street Closure for Utility Installation

Phase 1: One Lane Closure



Date:

21 SEPT – 2 OCT 20
(Mon – Sat)

Time:

8 am – 5:30 pm

Purpose:

Command and Control
Facility Phase 3 -
scheduled road closures
for 7th Street utility
installation of a new
water line across 7th
Street to the project site.





Fort Shafter

7th Street Closure for Utility Installation

Phase 2: One Lane Closure



Date:

5 OCT – 16 OCT 20
(Mon – Sat)

Time:

8 am – 5:30 pm

Purpose:

Water line installation on
7th Street servicing the
Command and Control
Facility Project (Phase
3).





Schofield Barracks

Menoher Road Closure



Date:

**30 SEP – 2 OCT 2020
(Wed – Fri)**

Time:

8 am – 4 pm

Purpose:

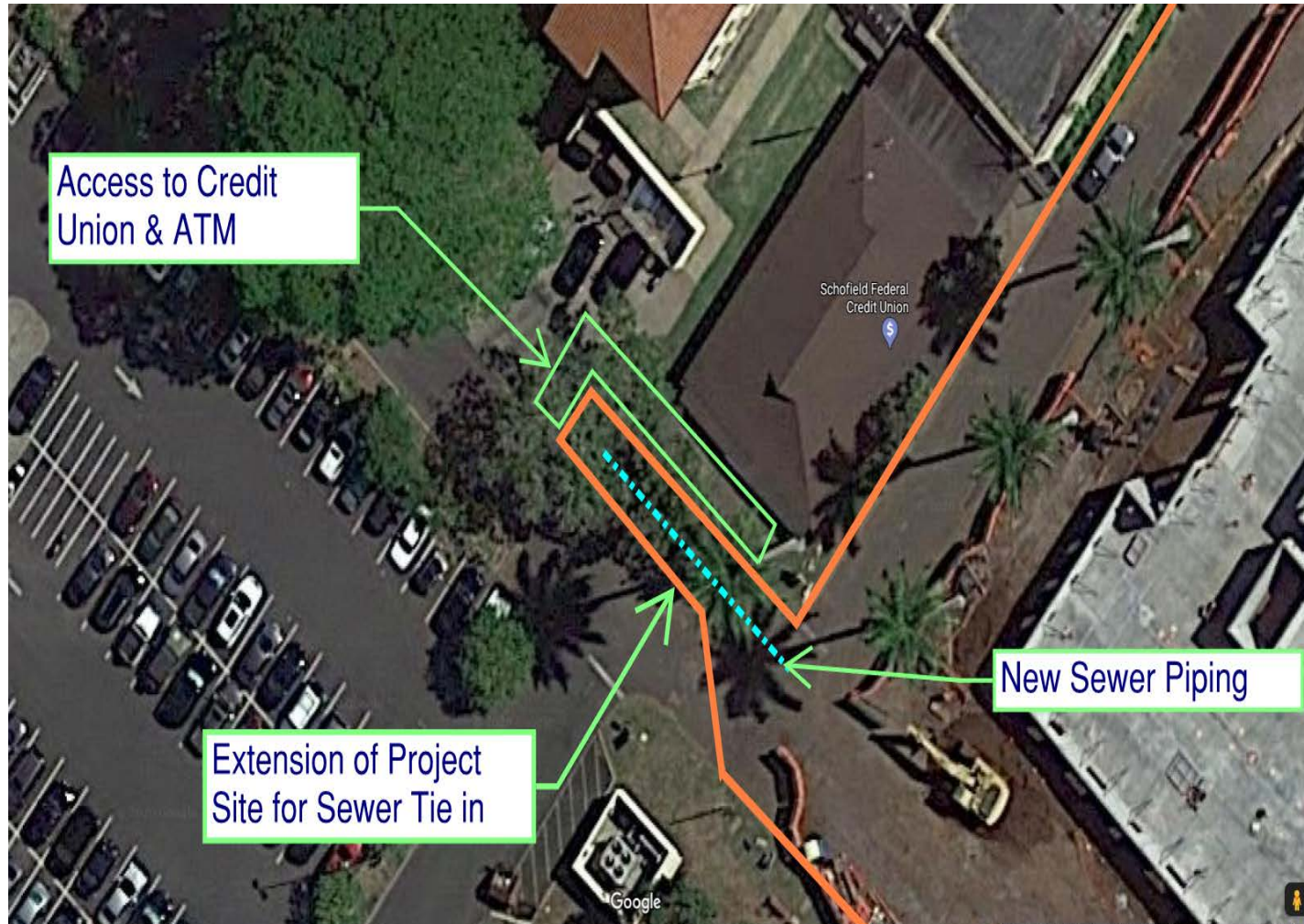
Install underground gas line on Menoher Road, near Reilly Avenue, to service Domino's Pizza (Bldg. 752).





Schofield Barracks

SB Credit Union Sewer Tie-In



Date:

8 SEP – 16 OCT 2020

Main sidewalk entryway into the SB Credit Union will be closed 24 hours. Access to the Credit Union will be from the side entrance to the facility.

Purpose:

Final piping connections to the newly installed sanitary sewer tie in (SB).





Schofield Barracks

Duck Road – Parking Restrictions & Partial Lane Closure



Date:
19 OCT – 30 NOV 2020
(Mon – Fri)

Time:
8 am – 4 pm

Purpose:
Install new fiber optic cable on Duck Road allowing connectivity between Schofield Barracks and Hickam AFB.





Housing

Clyde Sage
Chief, Housing Division
Directorate of Public Works
(808) 655-7396





Satisfacts Survey

Resident satisfaction is incorporated into the Army Housing Partnership. Army/SM Families have a voice in the Partner's performance via the SATISFACTS Survey:

✓ **Move-In Survey:**

- How would you rate your overall satisfaction with the move-in process?
- How would you rate the level of service provided by the office staff?
- How would you rate the appearance, condition, and cleanliness of the inside of your home?
- How would you rate the appearance and condition of the physical exterior of your home, neighborhood's common areas and open spaces?

Survey Sent Out via
Email to Resident
One Day After
Move-In (Text
Option Available)

✓ **Move-Out Survey:**

- How would you rate your overall experience living in this community?
- How would you rate the housing provider?
- How would you rate the service provided by the office staff?
- How would you rate the service provided by the maintenance staff?
- How would you rate the ease and frequency of communication with our team?
- How would you rate the ability to have your concerns addressed and rectified?

Survey Sent Out
via Email to
Resident One Day
After Move-Out
(Text Option
Available)





Satisfacts Survey Continued

Survey Sent Out via
Email to Resident
Two Months Prior to
Ending Lease (Text
Option Available)

✓ Customer Satisfaction Survey (Renewal):

- How would you rate your overall experience living in this community?
- How would you rate the housing provided?
- How would you rate the appearance and condition of your community's common areas?
- How would you rate the adequacy and conditions of the community's recreational facilities?
- How would you rate the service provided by the office staff?
- How would you rate the service provided by the maintenance staff?
- How would you rate the ease and frequency of communication with our team?
- How would you rate the ability to have your concerns addressed and resolved?

✓ Work Order Survey:

- How would you rate your overall satisfaction with the service order process?
- How would you rate your satisfaction with submitting your maintenance request?
- How would you rate the time it took to resolve your maintenance request?
- How would you rate the quality of the maintenance work done?
- How would you rate the service provided by the technician?

Survey Sent
Out via
Email to
Resident
One Day
After Work
Order
Complete
(Text Option
Available)





CEL Survey

Release Date TBD (Tentative 2020 Fall): Two Surveys Posted Online: 1x Privatized Housing and 1x Army-Owned Housing

✓ Army Residential Communities Initiative - CEL Survey

- Independent, third-party contractor (CEL and Associates Inc.) responsible for the full implementation of survey
- Conducted in order to better understand and improve resident experiences while living in Army housing
- The CEL survey focuses on three key satisfaction indexes; **Overall, Property, and Service Satisfaction**, and uses Private Industry standards when surveying on-post housing

Satisfacts and CEL Surveys are one of many efforts the Army implements to gain feedback, improve housing quality, and improve resident services. Recent added services include the establishment of a Housing Environmental Health Response Registry, Resident Bill of Rights, improved work-order tracking systems, 24/7 Commander Hotline, Ask the Garrison Commander, Town Hall meetings, and Senior Commander housing and barracks inspections.

Your Feedback is Important. Take a Survey!





Army Family Housing - Tenant Bill of Rights

The Military Housing Privatization Initiative ***Tenant Bill of Rights*** requires the Garrison Housing Office provide a *Plain Language Brief* to all Tenants prior to lease signing for on-post housing.

1. All Tenants PCSing inbound will receive their first Plain Language Brief following their Temporary Lodging and Allowance (TLA) brief, given by the Housing Service Office (HSO). The briefing is intended to cover Tenant Bill of Rights and review Tenant Responsibilities. Additionally, Tenants will be asked if they require a Housing Official, to attend on their behalf, during the pre-assignment walkthrough.

Notes: 1. The Plain Language Brief is no longer required should a Tenant decide to reside off-post

2. The term “Tenant” means a member of the Army, including a reserve component thereof in active status, and their dependents who reside at a housing unit. The term “Tenant” does not include DoD Civilians, Military Retirees, Contractors, Project Related Civilians and Non-Affiliated Civilians (general public)

2. At 15 days after signing for quarters, the Tenant will receive an email from the HSO soliciting their feedback regarding on-post housing satisfaction.
3. At 30 days after signing for on-post housing the HSO will send the Tenant an invite to attend the second required Plain Language Brief, which is given by the HSO every 1st and 3rd Wednesday of the month from, 1400-1500. Visit <https://conference.apps.mil/webconf/PlainLanguageBrief> or call (410)-874-6300, pin 846132141.
4. At 60 days after signing for quarters, the Tenant will receive a final email from the HSO soliciting their overall satisfaction with on-post housing and the services rendered by Island Palms Communities.





Resolving Housing Issues





Other Avenues to Seek Help

ICE	Ask the GC	Health Registry
		
https://ice.disa.mil	usarmy.hawaii. askthegc@mail.mil	1-800-984-8523 24/7 resource





Directorate of Emergency Services

COL Michael C. Jensik
Director





Directorate of Emergency Services

Domestic Incidents

- USAG-HI currently averages **22** domestic incidents per month.
- Root causes for incidents include: marital disagreements, financial issues, parenting differences, and upcoming training exercises.
- Alcohol and other substance abuse attributes to approximately half of all domestic incidents.
- Domestic incidents can be physical assaults or verbal harassment.
- If you are in a domestic incident, call 9-1-1 and remove yourself from the situation if possible.

Family Advocacy Program (FAP)

Contact Info:

-Desmond T. Doss Health Clinic:
(808) 433-8579

-SB MP Desk: (808) 655-5555

-FS MP Desk: (808) 438-7114

-FAP Behavioral Health

SB (808) 655-8579

TAMC (808) 433-6606

-Military OneSource: (800) 342-9647



FAP's mission is to assess, support, and treat all incidents of child abuse/neglect and intimate partner violence. Services include comprehensive psychosocial assessments, case management, individual therapy, marital therapy, family therapy, and group therapy.





Directorate of Emergency Services

Additional Alcohol Related Incidents

USAG-HI has experienced an increase in alcohol related incidents (OVUIIs, physical assaults, suicidal ideations, domestic incidents and disorderly conduct) since the increase of COVID restrictions. Alcohol plays a large role in criminal activities and violence. Excessive drinking leads to lower inhibitions, impairs a person's judgment, and increases the risk of aggressive behaviors. Please contact your unit's Substance Abuse Counselors for treatment and prevention techniques.

2nd Brigade- (808) 655-8832

3rd Brigade- (808) 433-8426

CAB- (808) 656-1548

DIVARTY/STB- (808) 433-8366

8th TSC- (808) 655-8610

Prevention

- Leader presence in barracks
- Buddy System
- Ensure a designated driver is available
- Encourage healthy drinking habits
- Provide Soldiers with non drinking activities






Desmond T. Doss Health Clinic



COL Anthony M. King
Commander
(808) 433-8504

 <https://www.facebook.com/desmond.t.doss.healthclinic/>





Desmond T. Doss Health Clinic

Columbus Day Weekend Reminder



South Oahu

9 October

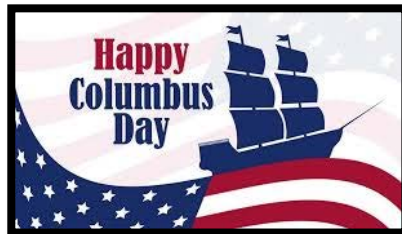
- ✓ Full Service/Normal Operations
- ✓ COVID Testing at Ft Shafter Flats
0900-1500

10-11 October

- ✓ Emergency Room
- ✓ COVID Testing at Ft Shafter Flats –
Saturday 0900-1200

12 October

- ✓ Emergency Room
- ✓ COVID Testing at Ft Shafter Flats
0900-1200



North Oahu

9 October

- ✓ Full Service/Normal Operations
- ✓ COVID Testing at Drive-Thru Garage
0900-1700

10-11 October

- ✓ Acute Care Clinic
- ✓ Drive-Thru Pharmacy
- ✓ COVID Testing at Acute Care Clinic

12 October

- ✓ ACC Normal Operations
- ✓ COVID Testing at
Acute Care Clinic





Desmond T. Doss Health Clinic

Drive-Thru Influenza Vaccination

Provides a safe & convenient way for Families, Retirees and other eligible beneficiaries to receive the vaccine.

Where: Wheeler Gulch, MDF Warehouse

When:

18-20 November: 0900 – 1800

21 November: 0900 – 1600

- ✓ Ages 9 & Up get vaccine inside the vehicle (thru window/door).
- ✓ Ages 8 & Below will exit vehicle to socially distanced stations.
- ✓ Families can be vaccinated together.
- ✓ Immediate documentation to medical records and issued a 'Flu Card'.
- ✓ Active Duty receive vaccination at Unit/SCMH.



Text the word "FLU" to 31996 for directions, hours of operation, and updates!





Desmond T. Doss Health Clinic

Breast Cancer Awareness

- ✓ *Honor* a survivor, or *commemorate* someone you lost to breast cancer, by placing a pink ribbon on the Remembrance Wall in the DDHC Women's Health Clinic
- ✓ Informational and educational posters at Access Control Points
- ✓ October 14, 2020, from 11 am-1 pm – Open House with informational and educational displays in Bldg. ZZ Conference Room of DDHC
- ✓ October 13-16, 2020 – Informational and educational displays in the Radiology, Acute Care Clinic, Women's Health and Pharmacy Departments of DDHC





Public Health Activity - Hawaii



LTC Jered D. Little
Commander
(808) 342-7598

 <https://www.facebook.com/PHAHawaii/>





Public Health Activity - Hawaii

Veterinary Services



Veterinary Treatment Facilities (VTF)

- ✓ Fort Shafter (808-438-5231/5233)
- ✓ Joint Base Pearl Harbor – Hickam (808-449-6481)
- ✓ MCBH – Kaneohe Bay (808-257-3643)
- ✓ Schofield Barracks (808-655-5893/5889)



Veterinary Services

- ✓ Wellness/Sick Call Examination
- ✓ Health Certificate Exam (Domestic & International)
- ✓ Vaccines (Rabies, Distemper, Leptospirosis, Bordetella, etc.)
- ✓ Parasite Preventive Care
- ✓ Heartworm Test
- ✓ Feline FeLV, Deworming, Parasite Screening
- ✓ Microchip
- ✓ Full Diagnostic Capabilities – Laboratory services, Xrays, and Ultrasounds
- ✓ Dental Services – Cleaning, extraction and root canal
- ✓ Surgical Services - Reproductive and/or other Soft Tissue Procedures (Fort Shafter and Schofield Barracks Only)

Services available by appointment only. Appointments available to all military members, retired active and retired reserve members, and military dependents.





Significant Updates

- ✓ **Pet import requirements to Japan have changed. Please contact your VTF for details.**
- ✓ **Schofield Barracks VTF X-ray is temporarily unavailable (FT Shafter X-Ray will be used in the interim.)**
- ✓ **Hickam Veterinary Treatment Facility hours have changed temporarily to 9 am-4 pm.**





Religious Support Office/Chaplains

Chaplain (LTC) Martin Kendrick
Garrison Chaplain
(808) 655-1444





U.S. Army Hawaii Religious Support

In Person Worship Services

- All congregants will wear a mask
- 6 feet of social distancing
- Sanitize before and after leaving Chapel Service
- Service times are limited to 45 – 60 minutes
- No food or fellowship after service
- No Children's Church or Child Care

Follow our Facebook Page for all auxiliaries/programs:

<https://www.facebook.com/HawaiiRSO/>





U.S. Army Hawaii Religious Support

Hours of Operation

- **Schofield Barracks (Bldg. 791)**
9 am - 5 pm, MON, WED, THU
9 am - 3 pm, FRI
- **AMR – South Community**
0900 -1700, TUE
- **By appointment,**
- (808) 655-9355
- Email: hawaiiimilitarywellness@counselingsecure.com

Types of Services

- Individual Counseling
- Couples Counseling
- Family Counseling
- In-Person Counseling
- Virtual – Telehealth Counseling
- Pastoral Skills Trainer
- Strong Bonds Consultant/Trainer



Staff

- Chaplain (MAJ) Hans Ruska, *LCMHCA (NC)*
- PFC Writtenhouse, Tyler, *NCOIC*
- Carmen Reta, *VA Counselor (LMFT)*
- Kim Bradford, *Volunteer Counselor*

*****Counselors are trained in Eye Movement Desensitization Reprocessing (EMDR) for PTSD and Trauma***

WE
CAN
HELP



- Anxiety
- Anger
- Depression
- Communication
- Relationships
- Children and Teens
- Pre-Marital Counseling
- Parenting Skills
- Life Transitions
- Spirituality
- Deployment Issues
- PTSD
- Trauma



A still life arrangement of autumn-themed items. In the upper left, a large, textured, brown woven basket or cornucopia is visible. To its right and below, there are several pumpkins and gourds in shades of orange, yellow, and green. Interspersed among the pumpkins are clusters of small red berries and some dried, light-colored flowers or herbs. The background is a warm, textured surface in shades of beige and brown.

Thanksgiving-Build a Meal

Please donate to help military families during the Thanksgiving Holiday. All donations will be used to provide food baskets to Soldiers and Families.

Two ways to give:

1. Purchase premade bags at commissary (Oct 1 – Oct 15).
2. Bring can goods and non-perishable items to your unit.
 - Please limit donations to green beans, stuffing, cranberries, instant mashed potatoes, corn bread mix, and yams.

HELPING ARMY FAMILIES IN HAWAII

For more information speak to your unit chaplain or call 655-1444.



Office of the Staff Judge Advocate Client Services

(Legal Assistance, Claims, Special Victims' Counsel)

Levi K. Hookano
Chief, Client Services

Call or email for an appointment:
(808) 655-8607

Visit <https://home.army.mil/hawaii/index.php/my-fort/services/legal>
for more information and/or how to schedule an appointment.

278 Aleshire Ave., Building 2037
Schofield Barracks





Office of the Staff Judge Advocate

Client Services Office

✓ **COVID19 Office Hours:**

- Monday – Thursday: 0900 – 1130; 1300 – 1630
- Friday: 1300 – 1630

✓ **Notary and Power of Attorney services available on a walk-in basis.**

✓ **Attorney consultations available by phone. Visit website for information on how to schedule an appointment.**

✓ **** December 1, 2020, SVC attorneys will be authorized to represent victims of domestic violence exercise their rights through military justice or the administrative process (in addition to continuing to assist victims of sexual assault).**





SHARPSM

SEXUAL HARASSMENT/ASSAULT RESPONSE & PREVENTION

Ms. Neila Lawrence
Army Hawaii SHARP Program Manager

Office: (808) 655-1603

Cell: (808) 436-7090

Mr. Nelson Martinez
Sexual Assault Response Coordinator, USAG-HI

Office: (808) 655-9433

Cell: (808) 436-9558

USARHAW 24/7 SHARP Hotline: (808) 655-9474 or 833-727-2808 (SARC808)

<https://www.facebook.com/USARHAWSHARP/>

DoD Helpline: (877) 995-5247

www.safehelpline.org





SHARP



OPEN TODAY

THE CHALLENGE BEGINS NOW

CHALLENGE YOURSELF OR YOUR TEAM IN A
SERIES OF ADVENTURES WHILE YOU LEARN HOW
TO PREVENT SEXUAL HARASSMENT & ASSAULT
AT THE WHEELER ADVOCACY CENTER

CONTACT US FOR MORE INFO AT:

USARMY.schofiled.25-id.mbx.sharp-resource-center@mail.mil

BY RESERVATION ONLY





SHARP

Local Safe Help room Hosted by 500th MI



Local Safe HelpRoom

Secure, anonymous, online forum for anyone affected by sexual assault.

**Thursdays and Sundays
1900-2000 (HST)**

September 2020 Schedule

3rd: How to Make an Anonymous Sexual Harassment Complaint
6th: Expedited Transfers
10th: COVID Challenges
13th: SHARP in the Media
17th: How to Report Retaliation
20th: Trusting the System
24th: How to Report a Concern About the SHARP Program
27th: Who Can I Talk To? Restricted Reports

- ✓ Online group chat for survivors of sexual assault and sexual harassment and others affected by it
- ✓ Moderated by Defense Sexual Assault Advocate Certification Program credentialed local SARCs and VAs
- ✓ Anonymous, secure DoD platform



<https://lshr.safehelpline.org/chat/115-500>





SHARP

Supporting Warrior Action Team (SWAT)



WHO: Volunteers made up of Junior Soldiers, DoD Civilians age 18 & above

PURPOSE: Eliminate sexual harassment and sexual assault using a collective effort involving senior leader mentoring, peer to peer accountability and employment of safe bystander intervention

COURSE: SWAT Leaders 5-8 October 2020; 1 representative from each brigade.

GOALS: Include but not limited to

- Encourage positive peer to peer intervention
- Promote healthy relationships among peers
- Create a healthy community where complainants and victims
- feel safe to report sexual harassment and sexual assault
- Assist in integration and preservation of Army Values through supporting the SHARP program

POC SFC Lee, Christopher at 808-655-9442

SHARP 24/7 HOTLINE: (833) 727-2808 (SARC808) DoD Safe Helpline: 1-877-995-5247





U.S. Army Garrison Hawaii Public Affairs

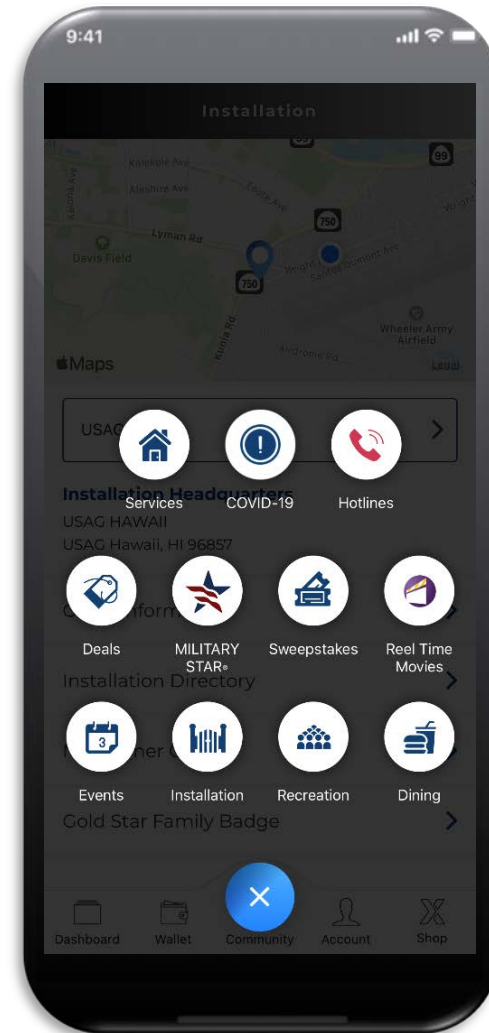
Aiko Brum
Chief, Internal Communication
(808) 656-3155





Digital Garrison

- ✓ Location mapping
- ✓ FMWR programs
- ✓ Events and recreation
- ✓ Restaurants
- ✓ Traffic and weather updates
- ✓ Gate closures
- ✓ AAFES mobile shopping
- ✓ Promos and coupons





Community Organizations

Island Palm Communities
Schofield Commissary
Army & Air Force Exchange Service





Island Palm Communities

Rachel Hollaway
Community Services Manager
(808) 275-3159





Sign up for the resident portal TODAY!

- Visit www.islandpalmcommunities.com
- Select Residents > Resident Portal to get started
- Download the **Rent Cafe Resident App** for FREE, available in the [App Store](#) or [Google Play](#).

Access convenient features right from your PC or mobile device!

- Submit routine service requests and view current work order status.
- View your account balance and pay rent online.
 - *Payments made on the resident portal will see waived transaction fees for the month of September*
- Receive notifications about community announcements and events.
- Electronically submit resident forms.
- Update your contact information and much more!



Sign up for our online Resident Portal today!





Upcoming Event

National Night Out Celebration

Save the date! October 5-9, 2020

Join us all week long to celebrate National Night Out this year!

Participate in a Photo Scavenger Hunt, Safety Selfie Contest, and complete a Kids Activity Packs all for a chance to win prizes and an opportunity to meet McGruff.

Stay tuned for more details.





Schofield Commissary

Brad McMinn
Store Director
(808) 655-5066 x3202





Schofield Commissary



✓ Updates

- Availability of disinfectant sprays and wipes are still spotty
- Holiday items will be arriving in October. Thanksgiving and Christmas is right around the corner.
- Wearing of mask in line outside and while shopping in the commissary is mandatory. Children ages 2 and up must wear a mask
- Spouse preference hiring available at the commissary for sales store checkers. Less than two years on station we can bypass USA Jobs. Need a copy of your orders, marriage certificate, and resume





Army & Air Force Exchange Service

Yvonne Palmieri
Store Manager
(808) 622-1773





Schofield Main Exchange

October

- **Fall Trend Guide** –Available in store and online.

Promotion date: October 18th-31st



\$10 off X

your \$60 or more purchase of any regular priced women's or men's apparel, footwear, sunglasses or handbags.

Excludes UGG footwear and DLATs items.

Valid October 18-31, 2019 at any Army & Air Force Exchange Service facility or at shopmyexchange.com. Must be used in a single transaction. Limited to stock on hand. Original coupon must be presented at checkout. Limit one coupon offer, per customer. Cannot be combined with any other offer. No cash redemption value. Not valid on prior purchases. Not valid at concessionaires, NEX, CGX, MCX and MAC facilities. Excludes layaway and clearance.

case sensitive
ONLINE CODE: **fashion59**

\$30 off X

your \$150 or more purchase of any regular priced women's or men's apparel, footwear, sunglasses or handbags with your **MILITARY STAR®** card.

Excludes UGG footwear and DLATs items.

Valid October 18-31, 2019 at any Army & Air Force Exchange Service facility or at shopmyexchange.com. Limited to stock on hand. Must be used in a single transaction. Original coupon must be presented at checkout. Limit one coupon offer, per customer. Cannot be combined with any other offer. No cash redemption value. Not valid on prior purchases. Not valid at concessionaires, NEX, CGX, MCX and MAC facilities. Excludes layaway and clearance.

case sensitive
ONLINE CODE: **fashion59**

- **Toy Book** – Holiday pricing, Sweepstakes, and Special offers available. Promotion date: October 18th- November 27th



Receive a \$10 Exchange gift card with any toy purchase of \$50 or more with MILITARY STAR®.





Holiday Info

- **Fee Free Layaway** – Computers, laptops, tablets & iPads can now be put on layaway starting September 1st – December 13th.





Calendar at a Glance

September 2020

- Sept. 15-Oct. 15: Hispanic Heritage Month
- Sept. 30: Domestic Violence Awareness Month Proclamation Signing
- Sept. 30: Virtual Community Information Exchange
- Sept. 30: DVAM Purple Painting Party

November 2020

- Nov. 3: General Election Day
- Nov. 11: Veterans Day Holiday
- Nov. 17: CYS Hiring Fair at Leilehua Golf Course
- Nov. 18-21: Drive-Through Influenza Vaccination at MDF Warehouse, Wheeler Gulch
- Nov. 25: Virtual Community Information Exchange
- Nov. 25: Virtual Quarterly Housing Town Hall
- Nov. 26: Thanksgiving Holiday

October 2020

- Oct. 1: Domestic Violence Awareness Month
- Oct. 1-9: DVAM Virtual 5K Run/Walk
- Oct. 1-14: DVAM Facebook Couples Challenge
- Oct. 12: Columbus Day Holiday
- Oct. 14: Virtual IMCOM Pacific Director Assumption of Responsibility
- Oct. 14: Federal Survey Cards Distributed
- Oct. 28: Virtual Community Information Exchange
- Oct. 28: 2020 Hawaii Career Summit, Schofield Barracks Locations
- Oct. 31: Halloween

December 2020

- Dec. 1: North Tree Lighting, Schofield Barracks
- Dec. 3: South Tree Lighting, Fort Shafter
- Dec. 5: Wheeler-Pearl Harbor Commemoration 4K Walk
- Dec. 10: Single Soldier Holiday Dinner
- Dec. 25: Christmas Holiday





Online Resources

Community Resource Guide

- ✓ <https://crg.amedd.army.mil/guides/usarpac/hawaii>

CIE Slides and Community Calendars

- ✓ <https://home.army.mil/hawaii/index.php/garrison/pao/CIE>
- ✓ <https://home.army.mil/hawaii/index.php/my-fort/calendar>
- ✓ <https://www.HiMWR.com>

Directorate of Public Works Updates

- ✓ <https://home.army.mil/hawaii/index.php/my-fort/calendar>
- ✓ <https://www.facebook.com/usaghawaii>

Directorate of Emergency Services Updates

- ✓ <https://www.facebook.com/DES.USAG.HI/>

Emergency Preparedness

- ✓ <https://www.ready.gov/>
- ✓ <http://dod.hawaii.gov/hiema/>

Health Care/Tricare Updates

- ✓ <https://www.dmdc.osd.mil/milconnect>
- ✓ <https://www.Tricareonline.com>
- ✓ <https://www.Relayhealth.com>

Spouses Clubs

- ✓ South: <http://www.fortshafterhui.com/>





Commander's Comments





NEXT

Community Information Exchange

Oct. 28, 2020





END OF BRIEF

