

# INSIDE IMCOM

INSTALLATION MANAGEMENT COMMAND NEWS

**SOLDIER-ATHLETE WINS  
GOLD AT OLYMPIC GAMES**

**DIGITAL GARRISON  
CELEBRATES ONE YEAR**

**IMCOM BEST WARRIOR  
COMPETITION**

SUMMER 2021  
ISSUE 16



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*Inside IMCOM* is a publication created by the IMCOM professional, for the IMCOM professional, to increase awareness of fellow team members and foster deeper relationships among the IMCOM workforce.

*Inside IMCOM* is part of our service culture. It is a venue to recognize our amazing staff, exchange useful lessons and best practices, share information with one another about the more interesting aspects of our work in our communities, and spark new ideas to inculcate our service culture and enhance our working environments.

**We can’t do that without you!** If you are assigned to IMCOM – whether a Soldier, contractor or civilian – you are an *Insider*. You have interesting information to share and we want to know about it.

*Inside IMCOM* depends on columns, commentaries, articles, letters and photos from you.

Please send your content ideas and author’s name, rank, department and contact information to:

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**Cover photo: 1LT Amber English, WCAP Soldier-athlete, won a gold medal in women’s shot gun skeet at the 2020 Summer Olympic Games. Photo by Brittany Nelson, IMCOM public affairs**

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# COMMANDER'S CORNER

I’m glad you opened this issue of Inside IMCOM to check out what’s been going on around our very busy command over the four months since our last issue. It’s clear our operational tempo has continued to increase, but that is only because your reputation as dependable professionals capable of planning, integrating, and executing complex missions grown steadily across AMC and the rest of the Army. IMCOM is now either leading or heavily involved in the Army’s most important missions.



As you know, the Army rotates the largest number of Soldiers and leaders during the summer months. In fact, this summer we changed commanders at 34 garrisons and command sergeants major at 16. We’ve got several new leaders in key positions at our IMCOM Directorates, and also here at the headquarters.

Our new Deputy Commanding General is MG Omar Jones who previously served as commanding general of the Military District of Washington/Commander, Joint Force Headquarters-National Capital Region, Washington, DC. He also served as Chief of Public Affairs for the Army, and was DCG(O) for the 7th Infantry Division at JBLM. He served in Afghanistan, Bosnia, Germany, Iraq and Kuwait, and has been based at Colorado, Florida, Georgia, Kansas and Fort Hood. He immediately hit the ground running and is already leading critical missions like our support to Operation Allied Refuge, Summer PCS Surge, our partnerships with RCI companies, and will soon begin chairing a monthly Communication Synchronization OPT.

Replacing BG Moore as our IMCOM Chief of Staff is COL(P) John (Brad) Hinson, who comes to us from HQ AMC where he served as GEN Daly’s XO. He has served in a variety of logistics leadership positions, many in support of Special Operations missions, and knows how to move actions through the AMC headquarters. He quickly proved himself to be a utility fielder in that he will go anywhere and accomplish anything for us, often on short notice. So far in his short three months with IMCOM, he has deployed to Afghanistan, Fort Lee, Fort Bragg, and Fort McCoy.

COL Jonathan Doyle is IMCOM’s new Provost Marshal/Protection Director. John arrived in San Antonio from JBLM where he was the I Corps G35 (Future Operations) and later I Corps Protection Director/Provost Marshal. He has served at Forts Drum, Knox and Leavenworth and at Carlisle Barracks, as well as Afghanistan, Egypt, Germany, Iraq and the Republic of Korea. His brother David is the senior commander of Fort Polk and the Joint Readiness Training Center.

Our new G8 Director is COL Andrew Hyatt, who oversees a staff of professionals who conduct appropriated funds budgeting, and resource and manpower management. With experience and education as a comptroller, he has served in a number of positions and locations, such as the Army Budget Office, HQDA, Forts Bragg and Lewis, and JBLM. He also served in Afghanistan, Haiti, Iraq and Kuwait.

I selected Sylana Tramble as the IMCOM G1, where she directs our human resources programs. Sylana held a variety of positions throughout her 22-year DoD career and while serving in the Internal Revenue Service as the executive director of employment, talent and security in the Human Capital Office.

These new leaders at each echelon of IMCOM bring vast experience, new ideas, and fresh energy to bear on solving our Army’s toughest problems. Last year our team reacted to contact with COVID and safely guided our communities through a global pandemic. This year we are deeply involved in the noble effort to help our Afghan brothers and sisters transition to a new life in a new country, with a new hope for their future.

I’m so proud of each and every one of you IMCOM professionals for the contributions you make to the important work we are doing for our Soldiers, Civilians, Families and allies.

People First – Winning Matters  
LTG Douglas M. Gabram, Commanding General, U.S. Army Installation Management Command



# DIGITAL GARRISON UPDATE

## Happy 1st Birthday, Digital Garrison!

By Sarah Luna, IMCOM public affairs

AAFES and IMCOM with DFMWR celebrated the Digital Garrison mobile app's first birthday on Aug. 11, 2021.

The public launch was a year ago with the user base ballooning from 12,000 to over 172,000 users worldwide. The audience growth coincides with dozens of features added to include push notification and announcement capabilities. These are particularly useful during emergent times such as hurricane season, full-scale exercises or crisis situations at one of the 65 garrisons represented.

Users can feel secure as the FISMA-compliant platform connects them with a full array of installation services anytime. Anyone can find information that empowers our Soldiers, Families and Civilians to remain ready and resilient.

The Army and AAFES partner daily to ensure Digital Garrison success. The Army's point person is LTG Doug Gabram, Commanding General of U.S. Army Installation Management Command. He says Digital Garrison proves to be a valuable way to communicate.

"Digital Garrison is a primary tool for commanders to keep their communities informed," said Gabram. "It serves as a weapon to combat misinformation, share the outstanding efforts of our team and most importantly help our team since we are a People

First organization."

Those who don't yet have Digital Garrison on their mobile phones can search for it in the Apple and Google Play stores and download it for free. Once done, they should be sure to set up an account, select their desired installation, and opt in for notifications. Users can then choose to link to their ShopmyExchange.com account to use Digital Garrison's ability to

purchase items from AAFES and have them standing by for pickup or shipped to their home.

AAFES CEO Tom Shull shares why AAFES supports the app.

"Digital Garrison is another great way the Army and the Exchange partner to improve the everyday Quality of Life for Soldiers, Civilians and Families."

Digital Garrison also leverages other Army

assistance such as the Army PCS App, the Army Maintenance App (ArMA), newcomer, COVID information, and much more. The incorporation of feedback from the field and continually optimized performance earns the app a 4.2 or higher rating in the app stores. Digital Garrison truly exemplifies the Army's move from the industrial age to the information age, and it keeps getting better with age.

Download the free app on Google Play and Apple Stores today!



## Command group ICE card

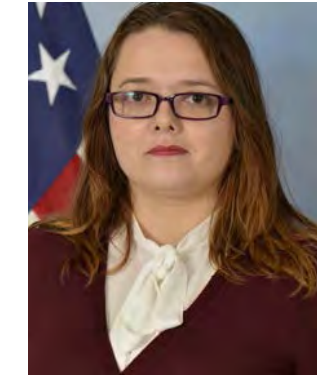
The command group has their own ICE comment card for feedback from IMCOM professionals. Follow the link to submit a comment.

<https://ice.disa.mil/index.cfm?fa=card&sp=131023>



## AMC Civilian Awards recognize IMCOM employees

By Tamara Elston, IMCOM G1



L to R: Derrick Washington, William Ingram, Randolph Mulder, and Nondice Thurman. Courtesy photos

The Army Materiel Command Civilian Awards Program recognized four IMCOM professionals whose outstanding and innovative contributions have an impact on the command's overarching goals and directly impacted readiness.

Annually, AMC accepts nominations for the Louis Dellamonica Award for Outstanding AMC Personnel of the Year. The award is named in honor of Louis Dellamonica, a general engineer whose 65-year career at Hawthorne Army Depot, Nevada, exemplified integrity, innovation, leadership and outstanding dedication to the AMC mission.

**Derrick Washington**, USAG Fort Bliss, is the recipient of the 2019 Dellamonica Award. He is the plans and operations division chief in the Directorate of Plans, Training, Mobilization and Security. Washington manages a diverse team of plans, operations and protection professionals that specialize in providing full spectrum operational support to the 1st Armored Division and Fort Bliss.

Each quarter, AMC also recognizes one honoree from each major subordinate command and HQ AMC as the AMC Top Employees of the Quarter.

The IMCOM honoree for the third quarter of fiscal year 2020 is the late **William Ingram**, former operations and maintenance division chief, Directorate of Public Works, USAG Fort Stewart/Hunter Army Air Field. Ingram demonstrated outstanding leadership and a commitment to excellence through several initiatives, including the DPW COVID-19 response. At the onset of the pandemic, he had the foresight to establish a DPW Operations Cell to manage all incoming requirements from higher headquarters and mitigate risks to the command and workforce.

Selected for 4QFY20 EOQ, **Randolph "Randy" Mulder** is the business recreation division chief, Directorate of Family and Morale, Welfare and Recreation, USAG Fort Hamilton, where he oversees business programs, fitness, outdoor recreation, special events and community partnerships. Mulder developed COVID-19 safe programming, such as delivering art supplies to on-post residents and then providing virtual art lessons. He also arranged special deliveries of branded mugs filled with candy and coffee to moms on Mother's Day and brought in the Easter Bunny on Easter Sunday to provide social-distanced greetings to installation children.

**Nondice Thurman**, a public affairs specialist in the Public Affairs Office at USAG Fort Campbell, is the 1QFY21 EOQ honoree. Thurman is webmaster of the garrison's public-facing website and also serves as the garrison's Digital Garrison app administrator and social media manager. When a major cellular provider lost regional connectivity for four days due to the Christmas Day bombing in downtown Nashville, she initiated crisis communication procedures that kept command leadership and social media followers updated with timely status reports. She provided vital links and workarounds, thereby reducing confusion and easing public anxiety and fears.



## IMCOM makes dreams come true for Soldier-Olympians and public affairs

By Brittany Nelson, IMCOM public affairs

I am surrounded by large lenses and photographers all eager to capture the same shot. Then it happens; 1LT Amber English shoots off two rounds from her shotgun and two clay discs turn into dust. All of the cameras, including my own, erupt with noise as our shutters fly, and English cries tears of joy as she reacts to winning the gold medal for women's shotgun skeet at the 2020 Summer Olympic Games in Tokyo, Japan, her first ever Olympic medal.

WCAP is one of IMCOM's many G9, Family and Morale, Welfare and Recreation, programs. WCAP affords Soldiers the opportunity to train and compete in their respective sport at the elite international level while serving the nation in the Army.

IMCOM gave nine Soldier-athletes, and myself, the opportunity of a lifetime to compete at/cover an Olympic Games. The experience was something all of us have dreamed about-the Soldiers as competitors, myself as a photographer.

This was my first time out of the country, and it was the experience of a lifetime. When people ask me how the trip was, I often pause and think about what I want to say: "Amazing, challenging, eye opening, all of the above."

The Japanese citizens were some of the nicest people I have ever met and their country was immaculately clean. That was one of my favorite parts, as I am a clean freak. I learned a lot about their culture and accidentally bowed to an American flight attendant while saying thank you on my way back home.

The Games were delayed a year due to the pandemic. Because of the COVID-19 environment, there were many regulations and rules for all athletes, coaches and media. Once I landed in the Tokyo airport, I embarked on a six-hour process of form checking and COVID-19 testing.

The only forms of transportation I was allowed to take were the media bus to competition venues and the special taxi that was operating solely for accredited press. Using public transportation was not allowed until after you had been in the country for 14 days.

To take photos at an event, we had to apply online the evening before. Only after we received an approved email were we let into the venue. This was a procedure I learned about AFTER traveling for two hours to get to the shooting range on the first day our Soldiers were competing. I had to wait for three hours until Team USA shooting and the venue manager were able to get me on the list.

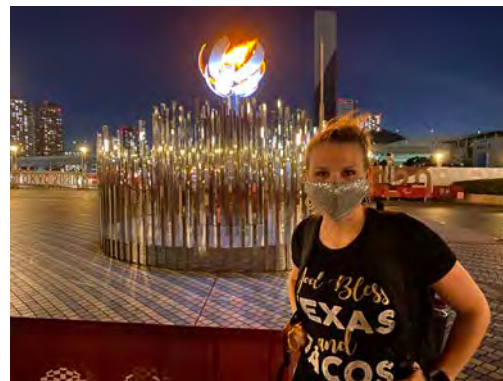
Despite the challenges, I am forever grateful to IMCOM and the Army for the opportunity. Watching these Soldier-athletes achieve their dreams was so special and rewarding. All of the long hours were very worth it. Now if you want to talk about the food situation, that's a whole different story.

Three Soldiers are currently in Tokyo competing in the Paralympics, Aug. 24- Sept. 9, with the goal of bringing home gold.

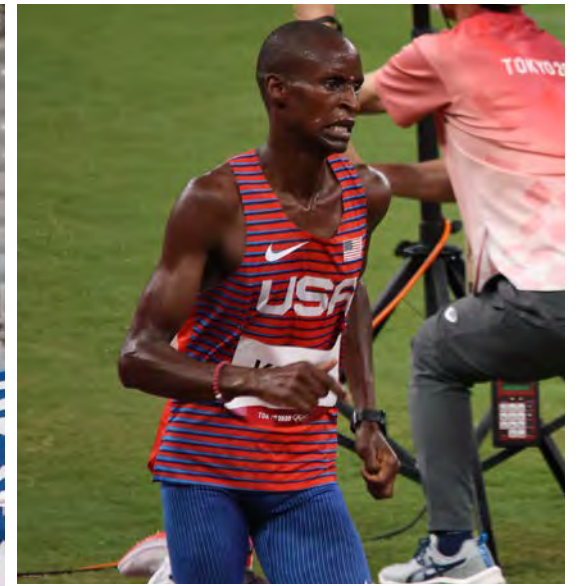
To learn more about the World Class Athlete Program visit their [website](#).



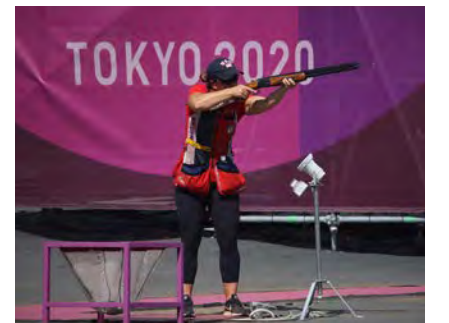
1st Lt. Amber English and myself after she won gold.



The city of Tokyo hosted free, and safe, tours for the media. I went on one to see the Olympic cauldron. Courtesy photo



(Left) SGT Amro Elgeziry competing in modern pentathlon at the 2020 Summer Olympic Games. Elgeziry set a new record in the men's 200-meter swim event of the five-sport competition. (Right) SPC Benard Keter in the men's 3,000-meter steeple chase finals. Photos by Brittany Nelson, IMCOM public affairs



L to R: 1LT Amber English with her gold medal. SGT Ildar Hafizov wrestling at the 2020 Summer Olympics. 1LT Amber English shooting in women's shotgun skeet at the 2020 Summer Olympics. Photos by Brittany Nelson, IMCOM public affairs



L to R: SGT Samantha Schultz competing in women's modern pentathlon at the 2020 Summer Olympics. 1LT Amber English after winning gold in women's shotgun skeet. Photos by Brittany Nelson, IMCOM public affairs



# WHO ARE YOU?

## What is your name and job title?

MG Omar Jones, IMCOM deputy commanding general

## What was your previous position?

CG for US Army MDW and US NORTHCOM Joint Task Force National Capital Region

## What was it like to work the last presidential inauguration?

It was incredibly humbling, the security situation and the pandemic made this one unique, only one ever like this in history. To be there with an incredible team to be part of our nation's history was just amazing.

## Where are you from?

Ellicott City, Maryland

## Why did you join the Army?

I had a desire to serve and I wanted to go to college. There was no one with a military background in my family so everything from applying to West Point to graduation was a learning experience.

## What is your favorite duty station?

My last one because I had the opportunity to have an incredibly important job and I was near my family. To do a job that was really meaningful and be near home was special.

## What has been your best memory of the Army?

This will sound clichéd but the people. When I look back, every assignment I have had amazing experiences. What I remember more is the people. The Soldiers, civilians, the peers, my bosses. That's why I keep serving. I genuinely enjoy the people.

## What is your favorite part about working for IMCOM so far?

The impact you can make for people. The people here in the HQ in particular, they genuinely care about what they are doing. People are trying to do the right thing every day to take care of Soldier civilians and Families.

## What would you do if you won the lottery?

Buy my dream home in Maryland.

## Do you have any hobbies?

I love being out on the water; skiing, tubing, fishing. When I am home, I love to watch track and field races with my sons. We are all runners.



MG Jones, second from left, with his three sons and wife. Courtesy photo



MG Jones, center, working the 2020 Presidential Inauguration. Courtesy photo



MG Jones at his son's ranger school graduation. Courtesy photo

**We want to get to know IMCOM professionals across the command. Please feel free to conduct your own interview and send it to [Brittany.j.nelson2.naf@mail.mil](mailto:Brittany.j.nelson2.naf@mail.mil).**

## Victorious Soldiers represent IMCOM at Best Warrior Competition

By Brittany Nelson, IMCOM public affairs

Four Installation Management Command Soldiers were recognized for their Best Warrior Competition victories in a virtual ceremony July 8, hosted by LTG Douglas Gabram, IMCOM's commanding general, and CSM Joe Ulloth, IMCOM's Command Sergeant Major, at IMCOM headquarters on Fort Sam Houston, San Antonio, Texas.

SGT David Baker of USAG Ansbach, SPC Jacob Harris of USAG West Point, SSG Richard Vetch of Fort Rucker, and SPC Alexander Haydon of Fort Campbell are headed to the Army Materiel Command level of the competition.

The four winners competed against Soldiers within their IMCOM divisions to move onto the next level.



SGT David Baker, top left, SPC Alexander Haydon, top middle, SSG Richard Vetch, bottom left, and SPC David Harris, bottom right. Photo by Brittany Nelson, IMCOM public affairs

"I appreciate all of your efforts and wish you the best of luck in the next level," LTG Gabram said during the ceremony.

Baker, the IMCOM Noncommissioned Officer of the Year, recently completed the Army's Basic Leadership Course and is part of a dual military spouse family.

"They are a great Army team and SGT Baker is ready to represent IMCOM," said SGM. Eric Bohannon.

Harris, IMCOM Solider of the Year, is part of an honor guard and law enforcement platoon at

USAG West Point.

"Congratulations SPC Harris. When we say that all of us are the face of the Army, you really are," said LTG Gabram. "The roles and responsibilities that you have as a young Soldier, especially at funerals, is filled with tradition, honor and all of the things our Army stands for."

Vetch, president of Fort Rucker's Better Opportunities for Single Soldiers Program, is an unmanned aircraft systems operator and recently received a 597 on the Army's Combat Fitness Test which has a maximum score of 600.

One of the leaders who spoke on Vetch's behalf said he is a great NCO and is really looking forward to being able to compete. He is well deserving to represent IMCOM.

SPC Haydon, a paralegal headed to air assault school in August, volunteers in his free time at a local food bank to help support his community.



LTG Douglas Gabram, with the awards during the virtual ceremony July 8. Photo by Brittany Nelson, IMCOM public affairs

"A lot of people say you get promoted in what you have to do. No, not really. You go to the next level because you are doing things outside of that and doing things off duty to put yourself ahead," said LTG Gabram. "Thanks for what you do."

CSM Ulloth wished the competitors luck at the next level and to represent the Army beyond the AMC level of competition.



## VOLUNTEER SPOTLIGHT

### Volunteer of the Year accumulates 1,000 hours in a year

By Vanessa Flores

Last year in May, close to the start of the COVID-19 pandemic, Maria Pangborn was getting ready to graduate with her master's of science and mental health counseling. Before she could graduate, she needed a certain amount of volunteer hours. As the pandemic hit, her opportunities to gain those hours became limited as many places shut down. Since she lived at White Sands Missile Range, she decided to reach out to the Army Community Service volunteer program to see if she could use her counseling skills to gain her hours and at the same time help people out during the pandemic.

"I have a great respect for the military and their families, and I felt that ACS would be a great way to give back to the community and really expand my experience," said Pangborn. "I started doing a lot of psychoeducation for the community."

The ACS volunteer program proved to be a good fit, with Pangborn racking up 1,000 volunteer hours over the course of the year. On May 11, 2021, she was recognized at the 2020 Volunteer Award Ceremony, where she received three awards: Volunteer Appreciation, Presidential Gold, and Volunteer of the Year.

"Maria Pangborn was an amazing asset to the Family Advocacy Program. She provided various psychoeducational courses, assisted with child abuse training, participated in child abuse prevention month and domestic violence prevention month events and awareness efforts," said Cynthia Valenzuela, Family Advocacy Program Manager. "She was dedicated to ensuring our community had the knowledge to stand united and combat against Family violence. She deserves all the recognition she received."

Despite having all the hours she needed to graduate, Pangborn continued to volunteer.



L to R: ACS Volunteer Program Manager, Yolanda Hingel; ACS Director, Cynthia Valenzuela; ACS Family Advocacy Program Manager, Maria Pangborn; Volunteer of the Year, Elena Castro; Maria Pangborn's mother, Rito Valle; ACS Financial Readiness Program Manager, and Robert Andy Mueller; Employment Readiness Program Manager. Courtesy photo

Soon after doing her Facebook live events, Pangborn began working with several programs at ACS. She continued conducting classes for various topics, assisting in planning events, decorating around the office, sitting at the front desk, and completing many other tasks. Her helping hand was felt throughout the entire organization.

Pangborn completed her hours and finished her graduate program in the summer of 2020. She finally walked across the stage and celebrated her academic achievements during the University of Texas at El Paso spring 2021 commencement.

"Overall, it was a great experience, not just gaining professional working skills but being able to do things like sit at the front desk and greet the customers who came in for the offered services. Everyone who came in the door got a big smile behind my mask, no matter who they were. It was a great feeling to volunteer and give back," said Pangborn.

### IMCOM ground breaking events through Dec. 20, 2021

**Aug. 24, White Sands Missile Range, 9 a.m.** groundbreaking for an Information System Facility (ISF). This project has been 22 years in the making. The initial 1391 was created Nov. 19, 2001. The goal of the project was to replace the 59-year-old ISF built in 1962 for White Sands Missile Range Research Development Testing and Evaluation. This project will be a new, two-story 56,268-square-foot ISF and will extend the existing vault into a new ISF and construct a 1,000-square-foot prefabricated structure in the complex for other tenants with communication needs and requirements to prevent access into primary facility. The new ISF (Building 121) will be composed of two facilities equipped with state-of-the-art network systems, telephonic, voice and enterprise storage equipment to support installation-wide communication network services. The new ISF is required to support future military and test customer growth initiatives, and stages WSMR to provide secure, reliable, modern communications network services and allow for future growth.

**Sept. 1, Fort A.P. Hill 10 a.m.** groundbreaking for construction of two additional facilities (classroom and operations support building) to support candidate assessment process for the Marine Raiders/Marine Special Operations Command (MARSOC). COVID-19 issues delayed award.

**Oct. 29, Hunter Army Airfield** aircraft maintenance hangar groundbreaking for construction of a 119,500-square-foot, six-bay aircraft maintenance hangar for rotary wing aircraft. The project cost is \$55M and will allow 4-3 AHB to move out of their legacy facility from 1955.

**Dec. 20, USAG Bavaria 10 a.m.** groundbreaking for construction of 36 townhouse units. FY18 AFH-C, PN78713, project that will house Junior NCOs comprising 18 three-bedroom and 18 four-bedroom units. The project PA is \$22.5M with a projected start date of December 2021 and completion in September 2023.



## Winners honored with annual Army Lodging awards

By US Army IMCOM



Left: Wiesbaden Army lodging at USAG Wiesbaden. Center: Agustus Blair, maintenance leader at USAG Wiesbaden, won supervisor of the year. Right: Livorno Army lodging at USAG Italy. Courtesy photos

U.S. Army Installation Management Command G9, Hospitality Programs, has announced the winners of the 2020 Lodging Operation of the Year, as well as the top employee, supervisor and manager of the year.

The Lodging Operation of the Year Award program recognizes and promotes excellence in Army lodging operations annually. Nominees are identified by each IMCOM installation directorate by size category, and documents are evaluated to determine adherence to the Army lodging standards for service, operations and facilities.

Winning Lodging Operation of the Year Award organizations have staffs demonstrating exceptional management with a focus on meeting customer service needs, employee relations, financial management and back of the house systems essential to consistent operations. Each winning operation, by size category, was presented with a trophy and a monetary award, which must be used for lodging operation improvements. Each employee also received a special act cash award, as well as a lapel pin commemorating the accomplishment.

### 2020 Army Lodging Operation of the Year Award Winners

<i>Small Category</i>	<i>Medium Category</i>	<i>Large Category</i>
USAG Italy, Livorno Army Lodging, Italy	USAG Japan, Zama Army Lodging, Japan	USAG Wiesbaden, Wiesbaden Army Lodging, Germany

The Army Lodging Manager, Supervisor and Employee of the Year Award winners were recognized for their exceptional performance of duty, specific accomplishments, and outstanding customer service. The winner from each category received a special act cash award, a Civilian Service Commendation Medal and a trophy.

### 2020 Army Lodging Staff Award Winners

*Employee of the Year*  
Jodi Omambia, (right)  
Reservation Agent, USAG  
Bavaria, Grafenwoehr  
Army Lodging, Germany.  
Courtesy photo.



*Supervisor of the Year*  
Augustus Blair (above),  
Maintenance Leader, USAG  
Wiesbaden, Wiesbaden  
Army Lodging, Germany

*Manager of the Year*  
Chris Morris, (right) Lodging  
Manager, USAG Stuttgart,  
Stuttgart Army  
Lodging, Germany



All winners exemplify the highest standards of professionalism and unparalleled commitment to the guests they serve, America's Soldiers and Families.

## USAEC, Fort Sam Houston Elementary School recognized for partnership

By Cathy Kropp, USAEC public affairs

In a virtual award ceremony held during the Military Child Education Coalition National Training Seminar, the Fort Sam Houston Elementary School was presented the Pete Taylor Partnership of Excellence award for Outstanding Community Partnership K12 for their support to military children through partnerships with other organizations.

"We feel lucky to have the support of our community for our school. Some organizations, like the U.S. Army Environmental Command, go out of their way to find ways to engage the children," said Dr. Joseph Cerna, principal of FSHES.



Jennifer Rawlings, an environmental scientist, leads a group of children in an exercise during the U.S. Army Environmental Command Nature Walk held for about 140 kindergarteners from the Fort Sam Houston Elementary School. Photo by Troy Darr

The award recognized the many ways the school works with the community to provide opportunities for the children to learn and grow, including the partnership between the USAEC and the school.

That partnership began in 2011 as part of the Adopt-a-School program. The nomination highlighted the latest event, a nature walk, held on May 6.

"Activities like these give our scientists



Coral Eginton, an archaeologist, shows how prehistoric hunters used an atlatl to increase the range of their spears at the Archaeology station during the U.S. Army Environmental Command Nature Walk held for about 140 kindergarteners from the Fort Sam Houston Elementary School. Photo by Troy Darr, USAEC public affairs

the opportunity to share with students their knowledge of the environmental sciences and a genuine love of lifelong discovery," said USAEC Commander COL Alicia M. Masson.

At the Fort Sam Houston's Salado Creek Park, USAEC employees hosted seven hands-on learning stations about geology, archaeology, entomology, recycling, and wildlife difference and similarities, such as skins and skulls and horns and antlers. More than 130 students rotated through the stations to hear Army employees share about their field of work and passion.

The Pete Taylor Partnership of Excellence Award™ recognizes successful partnerships and projects that ultimately benefit military-connected children. Beginning in 2004, the LTG H. G. "Pete" Taylor awards have been an opportunity to recognize individual and community partnerships formed between military installations and school districts that serve military-connected children. Winners reflect LTG Taylor's belief that, "goodness starts at the local level."



# HUNTING THE GOOD STUFF

## Five Army installations honored as 2020 Best Garrisons

By Susan Merkner, IMCOM public affairs



(Left) Detroit Arsenal's Family and Morale, Welfare and Recreation program is one example of the installation's perseverance and resilience. U.S. Army photo. (Center) Fort Campbell deployed 286 personnel to build a hospital in the Javits Center and provide command and control for DoD's COVID-19 response in New York. U.S. Army photo. (Right) A member of the USAG Stuttgart Public Affairs Office records a video message by the garrison commander. U.S. Army photo

Five installations, one from each directorate of the U.S. Army Installation Management Command, have been named 2020 IMCOM Directorates Best Garrisons.

The winners from each directorate are:

**USAG Fort Campbell**, ID-Readiness, **USAG Detroit Arsenal**, ID-Sustainment, **USAG Hawaii**, ID-Pacific, **USAG Fort Knox**, ID-Training, **USAG Stuttgart**, ID-Europe

The five winning garrisons competed against other installations in their directorate for the title "Best Garrison." IMCOM, with a global footprint encompassing 97 installations, 55,000 professionals and an \$11 billion annual budget, comprises five directorates, three based on mission and two on geography.

Best Garrison scoring was based on fiscal year 2020 performance in 13 categories: mission support, energy, quality of life, unit morale, environment, real property asset management, real property stewardship, competitive activities, communication, safety and health, security, public relations and other awards won.

## We could all use a laugh

I was told 2021 would be different.



A deli owner was tired of rude customers. He put up a new sign and it worked instantly.



## IMCOM HQ invests in employee professional development

By Adriana King, IMCOM HQ G9

"Leader and employee professional development are key components of sustaining long-term organizational growth and success. This is why we are adding Leader Development and Talent Management as a new component to the Service Culture Campaign."

LTG Douglas Gabram said when speaking about the importance of IMCOM's Service Culture Campaign.

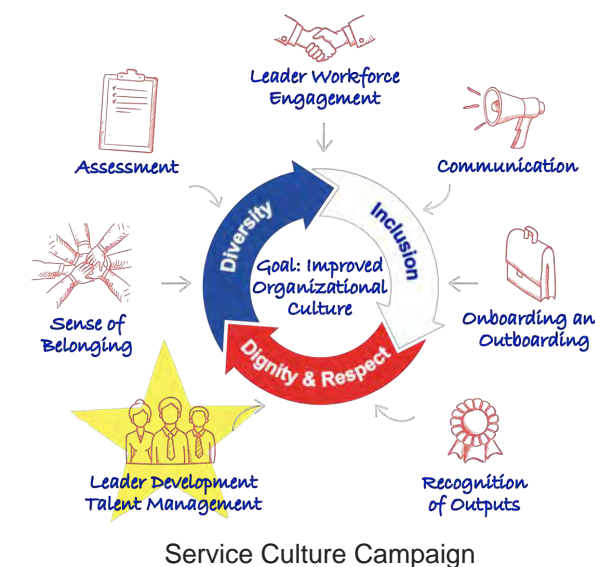
In keeping with this philosophy, IMCOM recently invested in the training of over 900 HQ IMCOM senior leaders, supervisors and non-supervisory staff through 49 Service Culture – Operation Excellence (OPEX) classes from November 2020 to July 2021 via MS Teams.

OPEX is IMCOM's enterprise service excellence curriculum. It is designed to teach and integrate the principles of our service culture into our daily operations. As such, OPEX outlines leader responsibilities and the expected behaviors of all IMCOM professionals as we engage with those we support and our fellow co-workers. OPEX provides the foundation for improving IMCOM's organizational culture, which is also the goal of our Service Culture Campaign.

"This was a great reminder of our organizational values. A great reminder of cause and effect and how your actions impact your co-workers' responsibilities," said one participant when asked for his opinion on the value of the course. Another participant liked the emphasis on treating people with dignity and respect. "The class focused on how we treat everyone – anywhere. Bottom line for me is to treat others as we want to be treated."

Unlike traditional PowerPoint based training, OPEX allows participants to examine the practical application of the Army Values and Army Civilian Corps Creed and how they apply within IMCOM's Pledge to Those We Serve and IMCOM's Leadership Pledge.

OPEX facilitators stimulate group discussion, encouraging individual reflection based on



participant personal experience, different perspectives and best practices to improve individual performance. One participant reported, "The class was more interactive than I imagined. That was the best part and a great concept that many of us hadn't experienced before."

Training execution was a significant effort carried out by 11 instructors/facilitators from the IMCOM G7 Training Division. They were assisted by seven volunteer facilitators from HQ IMCOM staff, Fort Hood and Fort Jackson. Darrick Hinson and Larry Doxtater, instructors and writers from the Institutional Training Branch within G7, adapted the course for the MS Teams platform and led the training effort.

"I am happy to see the training come to fruition. It certainly was a great team effort," said Doxtater.

This training represented a significant investment in leader and workforce development for HQ IMCOM, but it is only the first step. Sustainment and follow-on training are already planned for FY22 and beyond.

More info available at:

<https://home.army.mil/imcom/index.php/professionals/scc>  
[https://army.deps.mil/army/cmds/imcom\\_HQ/SCI/SitePages/IMCOM%20Service%20Culture%20Campaign.aspx](https://army.deps.mil/army/cmds/imcom_HQ/SCI/SitePages/IMCOM%20Service%20Culture%20Campaign.aspx)



## ROCKS members show the path for others

By Susan Merkner, IMCOM public affairs



The Alamo Chapter of The ROCKS, Inc. supported the Bexar County Buffalo Soldiers Association at the June 12, 2021, dedication of a historical marker commemorating the 9th Cavalry at San Pedro Springs. Courtesy photo

During the Vietnam War era, a group of Army officers attending the Command General Staff College at Fort Leavenworth, Kansas, began to meet informally to share ideas on how to survive and succeed as part of an under-represented group: African American military officers.

Fifty years later, with racial discrimination still a part of American life, the legacy of those first Black officers lives on in a nonprofit mentoring organization that encompasses more than 1,300 members worldwide.

The ROCKS Inc. now has more than a dozen affiliated chapters, including the San Antonio (Alamo) Chapter at Joint Base San Antonio, which includes members from all branches of service, befitting San Antonio's nickname of "Military City, USA."

According to the group's history online, The ROCKS was named after Gen. Roscoe "Rock" Cartwright, who along with his wife, was killed in a plane crash in December 1974. Cartwright had challenged ROCKS members to get to know each other, help mentor junior officers, and assist each other whenever possible. The Roscoe C. Cartwright Scholarship Fund was created in his honor and is administered by the national board of The ROCKS Inc.

BG James S. Moore, former chief of staff, U.S. Army Installation Management Command, who volunteers as a senior mentor in the Alamo ROCKS Chapter, says the group's mission is to provide and promote mentorship, coaching and networking.

"The ROCKS helps foster diversity in leadership and offers professional development and outreach opportunities," Moore said. "These are vital in growing the military's future leaders and maximizing talent."

Founded Dec. 31, 1996, the Alamo Chapter of The ROCKS Inc., is a recognized tax-exempt nonprofit veteran service organization, open to all civilians at levels GS-09 and above, senior ROTC and military academy cadets, officers and warrant officers ranked O1/WO1 and higher who are active duty, retired, Guard or Reserve military members in the San Antonio area. The Alamo chapter has approximately 70 members now and was honored nationally for its recruitment and retention efforts in 2020 – despite the pandemic.

Moore says IMCOM's involvement in the Alamo ROCKS chapter is a good example of the command's service culture, an initiative that began in 2018 to train and reinforce engaged and caring leadership, and has since been interwoven into every aspect of IMCOM's work on behalf of 97 installations worldwide.

"IMCOM's service culture is focused on diversity, inclusion, and being part of something designed to benefit others," Moore said.

Alamo ROCKS also represents the variety of commands housed at JBSA, he said. "This organization provides an opportunity for all tenant units to meet and work together across JBSA."

For more information, search Facebook for "Alamo Chapter, The ROCKS Inc." or visit [www.rocksin.org](http://www.rocksin.org).

## ICYMI: IN CASE YOU MISSED IT

### Solider-athletes walk away with gold medal and Olympic records

Nine Soldier-athletes in the Army's World Class Athlete Program competed at the 2020 Summer Olympic Games in Tokyo, July 23 - Aug. 8, walking away with a gold medal and two Olympic records set.

1LT Amber English (cover photo), an Army Reserve Soldier in the Army's Marksmanship Unit, broke the Olympic record for women's skeet shooting with a score of 56/60, earning her first gold medal in her Olympic debut.

SGT Amro Elgeziry (right) broke the Olympic record in the 200-meter swim for men's modern pentathlon with a time of 1:52.96 on Aug. 7.

Three more Soldier-athletes are currently in Tokyo representing the Army at the Paralympics: Para-swimmer SFC Elizabeth Marks who has already won a silver medal in the 50-meter freestyle race and a bronze in 50-meter backstroke; and SSG John Wayne Joss and SSG Kevin Nguyen, both in para-shooting.



## WHAT'S NEXT?

Save the Date

**UNITED**

**SERVING**

**THE Community**

**NOV. 5**

FREE Entertainment & Refreshments!

Join Us in celebrating key veteran support organization who serve our diverse military affiliated community through a team building, hands-on service day. Family friendly event with volunteer opportunities for all ages and abilities. 10 AM - 2:30 PM • LOCATION TBA

Co-hosted by City of San Antonio Office of Military & Veteran Affairs, Bexar County Military and Veteran Services Office, and Texas Veterans' Network (TVN)

CITY OF SAN ANTONIO OFFICE OF MILITARY & VETERAN AFFAIRS

TEXAS VETERANS NETWORK

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*Inside IMCOM* depends on columns, commentaries, articles, letters and photos from you. Please send your content ideas and author's name, rank, department and contact information to one of the following POCs:

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