HEADQUARTERS, U.S. ARMY MEDICAL DEPARTMENT CENTER AND SCHOOL AND FORT SAM HOUSTON
FORT SAM HOUSTON, TEXAS 78234-5014

BULLETIN

THIS PUBLICATION IS VALID FOR 90 DAYS
SPONSORS ARE RESPONSIBLE FOR KEEPING THEIR FAMILY MEMBERS INFORMED

BULLETIN 48 **10 DEC 2009**

Section I. OFFICIAL

1. Official notices in this bulletin are orders of the command.

2. DETAILS: The units listed herein are scheduled for Casualty Notification Officer (CNO) duty on the dates indicated.

CASUALTY NOTIFICATION:

01 DEC 2009 – 31 JAN 2010 – BAMC

SPECIAL INSTRUCTIONS: Directors/staff section chiefs/commanders will ensure their affected Soldiers are notified of changes. The CNO (formerly called Personnel Notification Officer (PNO)) is required to report to the Casualty/Mortuary Affairs Office, Bldg 2263 Room 200, on Wed for a briefing prior to going on detail. All SFCs through MAJ are required to notify the Duty Roster Custodian 15 days prior to departing on leave or TDY and 30 days prior to PCS, retirement, or ETS. Personnel scheduled for CNO duty are required to possess a Defensive Driving Course Card and a valid military/civilian driver's permit in order to operate military vehicles in the performance of their duty. Any questions pertaining to these instructions, please contact the Casualty Affairs Office during duty hours, 221-0051/1780. After duty hours contact the AMEDDC&S & FSH Staff Duty, Bldg 367, 221-2810.

3. FSH EQUAL OPPORTUNITY/SEXUAL & HARASSMENT HOTLINE TELEPHONE NUMBER: The AMEDDC&S & FSH Equal Opportunity/Sexual Harassment Hotline number is 295-0647 or DSN 421-0647. The purpose of the hotline is to provide procedural information on the filing of equal opportunity or sexual harassment complaints. The hotline is operational 24 hours a day. Callers may also contact the AMEDDC&S & FSH Equal Opportunity Office at 1-9276, DSN 471-9276, or by fax number 221-1322. The POC is EEO at 221-9276. (IMWE-SMH-EEO/221-9276)

4. AUTOMATED OUT-PROCESSING SYSTEM: The Automated Out-Processing System was established to decrease the clearing time and limit Soldiers to clearing only those areas they have utilized during their tenure at FSH. Soldiers have a requirement to physically visit or call the Personnel Services at 1-9274, 35 days prior to departure, to schedule their initial appointment (which starts the process working). Soldiers will receive DA Form 137-R, Installation Clearance Record, at their initial briefing. Contact the point of contact at 295-8809. (IMWE-SMH-HRM-H/ 295-8809)

ARMY COMMUNITY OF EXCELLENCE--------MAKE IT A WAY OF LIFE

5. NEW ENTRANT CONFIDENTIAL FINANCIAL DISCLOSURE REPORT: All commanders and supervisors are required by DOD 5500.7-R Joint Ethics Regulation (JER) to review the job duties of each employee (military or civilian) newly assigned or detailed to a **"covered position"** and promptly report the name of the employee to the Ethics Counselor, Office of the Staff Judge Advocate, AMEDDC&S & FSH, ATTN: MCCS-BJA-AL. That employee is required to file a New Entrant Confidential Financial Disclosure Report (OGE Form 450) within thirty days of assuming his or her position. An employee occupies a **"covered position"** when the official responsibilities of the employee require them to participate personally and substantially through decision or exercise of significant judgment in taking official action for contracting or procurement; administering or monitoring grants, subsides, licenses or other Federally conferred financial or operational benefits; regulating or auditing any non-federal entity; or other activities in which the final decision or action may have a direct and substantial economic impact on the interests of any non-Federal entity. An employee is also required to file an OGE Form 450 when the commander/supervisor determines that the duties and responsibilities of the position require the employee to file such a report to avoid an actual or apparent conflict of interests and to carry out the purpose of any statue, Executive Order, or regulation applicable to or administered by that reporting individual. On notification, the Ethics Counselor will contact the employee and assist him/her in obtaining, completing, and filing the OGE 450. The POC is the Ethics Counselor at 221-2373/0485. (IMWE-SMH-LAA/221-2373/0485)

6. INFORMATION SYSTEMS SECURITY MONITORING: All Department of Defense (DOD) personnel (military, civilian and contractors) must be given notification that use of official DOD telecommunications systems constitutes consent to information systems security monitoring. DOD telecommunications systems are provided for official Government communications. When these systems are used by Department of the Army components, they are subject to information systems security monitoring in accordance with Army Regulation 380-53. Guidelines specify that monitoring will be conducted so as to minimize the monitoring of telecommunications not related to security objectives. This is a security assessment technique that provides information not available through other sources and is essential for evaluating security within the U.S. Army. Monitoring will be performed in a manner that also protects, to the greatest degree possible, the privacy and civil liberties of individuals whose telecommunications are subject to monitoring. The following Telephone or Communications Directory Notice is required to be published at least quarterly in the command bulletin. (Official U.S. Army telephone directories will display this notice on the front cover or prominently within the general information section.)

Attention!
This is a DOD computer system. Before processing classified information, check the security accreditation level of this system. Do not process, store, or transmit information classified above the accreditation level of this system. This computer system, including all related equipment, networks and network devices (includes internet access) are provided only for authorized U.S. government use. DOD computer systems may be monitored for all lawful purposes, including ensuring that their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. Monitoring includes, but is not limited to, active attacks by authorized DOD entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied, and used for authorized purposes. All information, including personal information, placed on or sent over this system may be monitored. Use of this DOD computer system, authorized or unauthorized, constitutes consent to monitoring. Unauthorized use of this DOD computer system may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal, or other adverse action. Use of this system constitutes consent to monitoring for all lawful purposes.

Point of contact is the Garrison Command Security Manager at 221-1906/9500.

7. FORT SAM HOUSTON MOBILIZATION SITE CUSTOMERS: Due to personnel shortage at the Fort Sam Houston Mobilization Site and the Separation Transfer Point, the following policy changes will become effective immediately.

a. All Soldiers scheduled to REFRAD must contact this office not less than ten (10) working days prior to their REFRAD and schedule an appointment. Personnel pending an extension who are within the 10-day window must schedule an appointment and start the demobilization process. This process will be stopped upon approval or their extension and receipt of new orders.

b. Walk-ins will be seen on an emergency basis only. Units must be prepared to issue extension/additional orders to keep the Soldier on Active Duty until their Out-Processing has been completed (minimum 72 hours).

Please ensure all mobilized/ADOS Soldiers within your command are aware of the above policy.

Request your cooperation and assistance in enforcing the policy above.

8. CLAIMS AGAINST DECEASED PERSONNEL: For the persons interested in collecting any debts adjacent to Lt Tolulupe Olubummo of A Co WTB (BAMC), Fort Sam Houston, TX, please contact CPT LaRon General at laron.general@amedd.army.mil (210)542-7851 or SFC Charles Byrd at charles.byrd@amedd.army.mil (210)268-6385 during the hours of 0800-1730.

9. ANTITERRORISM AWARENESS – TRAVEL OUTSIDE THE U.S.

AR 525-13 mandates that military personnel and DOD civilians traveling outside the 50 United States, its territories and possessions (to include on leave, pass, or temporary duty) receive:

- A destination country update within two months of travel and
- Antiterrorism Awareness Training (Level 1) within 12 months of travel.

For more information, contact your unit Antiterrorism Advisor or the Fort Sam Houston Antiterrorism Office at 295-0535/295-0509.

10. SUBVERSION AND ESPIONAGE DIRECTED AGAINST THE ARMY (SAEDA) AND OPERATIONS SECURITY (OPSEC): Subversion and Espionage Directed Against the Army and Operations Security training is mandatory for all Department of the Army Personnel. AR 381-12 establishes policy, responsibilities and procedures for the recognition and prompt reporting of incidents of attempted or actual espionage, terrorism and other incidents of a counter-intelligence (CI) nature. Members of the Army community must remain aware of the critical role they play in Homeland Security and Force Protection. USAG personnel can now take the required training on-line. Personnel can log-in using either their CAC or AKO log-in ID and password. Those not having an AKO account can also register to get a log-in ID and password. To access the training, follow the link: http://samhouston.army.mil/dptms/trng&sup.asp then click on the SAEDA training link under Garrison Training. This is a FY requirement and periodic reminders will be sent as a reminder to take the training. Once the training is complete, print the certificate and give to your training coordinator. Please direct questions to the Garrison Security Office at 221-2280/1906.

11. HOLIDAYS ON ICE: During the hustle and bustle of the holiday season, don't get stressed out. Put your comment on ICE. You have a voice and the FSH Garrison Customer Service Office wants

to hear from YOU! Real-time feedback lets us know how we are doing in our effort to provide excellent customer service. Simply drop us an ICE comment online: On the Garrison Intranet, click on the ICE logo on the homepage. Not on the Garrison Intranet? No problem! Simply go to: http://ice.disa.mil choose Army CONUS, scroll down to Ft. Sam Houston, click on the active link and you are there! Thank you for visiting the ICE site or you may call the CMS office 210-221-2543 or email us directly samh.cms@conus.army.mil. Happy Holidays from the entire Garrison ICE team and your Customer Service Office – the ICE doctor.

12. MEDICAL RETENTION PROCESSING (MRP) PROGRAM: The Fort Sam Houston Mobilization Site has seen an increase in Soldiers activating and REFRADing with medical issues. There seems to be a great deal of confusion about how these Soldiers should be handled and who should take what action. The following guidance is provided in order to eliminate the confusion.

General Information:

a. Medical Retention Processing (MRP) Program:

(1) Purpose: The MRP program is a VOLUNTARY program that evaluates and treats the USAR/ARNG Soldier with an "in line of duty" incurred illness, injury, disease, and/or aggravated pre-existing medical condition.

(2) Who is eligible: USAR/ARNG Soldiers on active duty under title 10 USC 12302. Soldiers on active duty in support of SGOT under another authority will be handled on a case-by-case basis.

(3) When are they eligible:

(a) When a Soldier is not expected to Return To Duty (RTD) within 60 days from time of injury or illness, or, if the they could RTD within 60 days, but will have fewer than 120 days left on current mobilization orders.

(b) If a Soldier's course of treatment cannot be completed prior to their REFRAD date.

b. Medical Retention Processing – Evaluation (MRP-E):

(1) Purpose: MRP-E is a VOLUNTARY Program to ensure that USAR/ARNG Soldiers receive appropriate medical processing upon demobilization for wounds injuries or illness incurred or aggravated in the Line of Duty.

(2) Who/When are Soldiers eligible: Soldiers arriving at the demobilization station that must remain on active duty (AD) beyond their REFRAD date to determine if further medical care or evaluation is warranted.

(3) Soldiers will be extended for no more than 30 days under the MRP-E program. If further retention is required, the Warrior Transition Battalion (WTB) will submit the necessary documents to extend them under the appropriate MRP program.

Procedural Guidance:

a. MRP - 10+ prior to REFRAD Date. If you have a USAR/ARNG Soldier with a medical condition that cannot be resolved prior to their REFRAD date, you need to contact the S-1, Fort Sam

Houston WTB, 210-916-9762 immediately. They will assist you and the Soldier in completing the MRP application. Remember this is a VOLUNTARY Program. It is your responsibility to take care of your Soldiers. DO NOT wait until the Soldier is getting ready to REFRAD and expect us to take care of them. Please note, once a Soldier is accepted into the MRP Program they will be transferred to the WTB and their current active duty orders are revoked and they will no longer be a part of your command.

b. MRP-E - REFRAD Processing. If during the REFRAD process a medical condition is determined to exist that requires further evaluation and/or treatment, this office will initiate action to retain the Soldier under MRP-E program. Commanders and S-1a will be required to complete and sign a DA Form 4187. The DA Form 4187 must be processed immediately as this cannot retain a Soldier on active duty past their REFRAD date. Once the MRP-E packet has been submitted, the Soldier will be released to the Fort Sam Houston WTB.

c. This office will notify all commands with a Soldier placed in an AMBER status by either the Medical or Dental Sections. Depending on the circumstance the Soldier may be eligible for the MRP program; however, this office cannot make that determination. Once notified that they have a Soldier in an AMBER status, the Commander should obtain as much information as possible about the condition and contact the Fort Sam Houston WTB for further guidance.

Remember the MRP/-E program is VOLUNTARY. You cannot order a Soldier to apply for, nor can you deny a Soldier the right to apply for the Program.

All Soldiers accepted into the MRP program are immediately transferred to the WTB and their current active duty orders become null and void. The appropriate medical authorities will determine length of time Soldiers are retained on active duty once they have been accepted to the MRP.

If you have any questions/concerns regarding this program, please call DSN: 471-0354, Commercial: (210) 221-0354, or Ft Sam Houston WTB, DSN: 429-9762, Commercial: (210) 916-9762.

13. VOICE OF THE CUSTOMER: It is never too late to have your voice be heard! Article provided by the Fort Sam Houston Customer Service Officer (CSO).

The window for the Customer Service Assessment officially closed Sept. 18th with 433 respondents. Respondents that took the survey represented Soldiers, Family Members, Department of Defense (DoD) employees, retirees, Veterans, and contractors. "We would like to thank the community for participating in this important Garrison instrument" the CSO stated.

Detailed results furnished by the Installation Management Command (IMCOM) will be available for customer review beginning in mid November. A detailed report will be provided to the Garrison Commander and installation leadership for action or further investigation during the same time period.

If you didn't take the opportunity to complete the survey assessment, then do not despair. Although the survey is only available annually, there are other feedback mechanisms available on the installation that receives comparable attention. Interactive Customer Evaluation (ICE) is a major component of individual feedback. It provides direct feedback of services received by individuals and promotes rapid interaction between service providers and constituents. ICE is accessible online through various installation websites and as hard copy comment cards with drop boxes at certain garrison activities.

Community FIRST is a structured process for obtaining, vetting, prioritizing and resolving installation level issues that cannot be addressed through the ICE system. Feedback obtained through quarterly focus groups, Quality of Life Advisory councils and relative ICE comments are recorded, redistributed for resolution, and answered by the end of each quarter. The processes and procedures demonstrated in this program provide a proof of principle for providing "Voice of the Customer" feedback to validate priorities, improve services, and facilitate Fort Sam Houston's continued development as a customer-focused and results-driven installation. The difference between what we want to know and what you want to tell us is at the center of the Customer Management Services Feedback System. For more information about Customer Management Services contact the Customer Service Officer at (210) 221-2543 or email samh.cms@conus.army.mil or visit htpp://www.samhouston.army.mil/cms.

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