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From the Director's Corner

Robert D. Youmans, Director, Human Resources



Directorate of Human Resources

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Director's Corner Article DHR Newsletter, 1st Quarter, FY13 As of Thursday, 3 January 2013

Happy New Year!!! As a member of the DHR Family/Team, I am proud to say that we live our motto that states, "DHR ... Serving people is our business ...". Since our directorate was established in June 2001, we committed that providing quality service to our customers is our number one priority. Also, we have strived to provide our customers with the best service possible. Since the inception of the Interactive Customer Evaluation (ICE) in 2003, our directorate has been highly successful in providing quality customer service by maintaining an average of 98 percent satisfied rating from our customers. During the period 1 October 2012 to 23 December 2012, our directorate achieved a 100 percent satisfied rating from 1,869 responses for ICE. This is significant because it was the first time our directorate has achieved a 100 percent satisfied ICE rating. Therefore, congratulations and thanks to you (individually and collectively) for your efforts in this significant achievement. Below are a few examples of the laudatory ICE comments the customers made about the quality of our services:

Ms. ____ is an outstanding customer service provider. She can always be counted on to assist with any matter or to direct me to someone who can assist me. She has helped me on several occasions and her demeanor is always professional and she displays a refreshingly pleasant attitude. It is a pleasure to have people of her caliber to assist with DHR related issues.

Recently I have been working with Mrs. ____ in reference to updating my ORB. She has provided me with expert assistance and support that has been far superior than any personnel shop or detachment that I have ever been associated with. She clearly cares about taking care of Soldiers and is an invaluable asset. She has went above and beyond to assist me in updating my records regardless the time I ask or the amount of work that is required. It has been a pleasure to work with her and she truly represents your section very well!

After consistently receiving comments like this, NOW WHAT? The answer is the same. Quality customer service delivery remains a critical component to our success as a directorate and as human resources professionals. Our directorate will continue to be judged by the quality of services we provide on a daily basis to our customers. To illustrate this point, let's suppose that Fort Jackson had another Directorate of Human Resources (DHR) that provides the same services to our customers. The question is: Which one of the two DHRs would Fort Jackson customers want to use for human resources services? The response we should strive for is that the Fort Jackson customers would always want to visit our DHR for services. The question then becomes:

From the Director's Corner Continues:

How can we ensure that our DHR is the one the Fort Jackson customers want to use for human resources services? The answer should be simple. Considering the significance of the preceding illustration, we should have a clearer understanding of the importance of always providing quality customer service to our “world-class” customers. Since our DHR is the only one on Fort Jackson, we should never take our situation for granted and must always strive to provide the best quality of services to our deserving customers. However, this can only be accomplished and sustained by an unwavering commitment to excellence by all employees in our directorate. With your proven commitment and dedication, we should always look for ways to improve the quality of services to the customers. The high ICE ratings we have enjoyed over the years are phenomenal considering the draconian cuts in manpower resources for our directorate and the constant contacts we have on a daily basis with our customers. However, we cannot dwell on our past customer service successes, but must always look for ways to improve the quality of services provided to our customers.

To ensure our directorate maintains focus on providing quality customer services, we have in place a Customer Service Plan that is a living document that is updated on a continuous basis to ensure that our directorate is on the cutting edge of providing quality services to our customers. Our Customer Service Plan includes mandatory initial and refresher customer service training for all employees of this directorate. Our Customer Service Plan also includes how we recognize employees for exceeding the standards in providing quality services to our customers.

As we begin a new year of uncertainties, I challenge each of you to strive to keep customer service as one of the most important parts of the DHR's overall strategy to conducting business! Remember: “Without customers we really don't have a business.” Also, remember to live our motto daily that states, “DHR ... Serving people is our business ...”

Adjutant General (AG)
751-7115, or email: lonnie.t.stinson.civ@mail.mil

POC: Mr. Lonnie Stinson, phone:

From the Adjutant General/Military Personnel Division Chief

Implementing the New Army Transition Policy

The Army Career and Alumni Program (ACAP) has implemented the Veterans Opportunity to Work (VOW) Act and new Army requirements to provide timely and effective transition assistance to transitioning Soldiers, eligible Department of the Army (DA) Civilians, and their Family Members. The ACAP is also required to provide transition services to Soldiers serving in the United States Army Reserve and Army National Guard having orders that will result in at least 180 days of continuous active duty service.

The ACAP staff will work closely with unit commanders to ensure transitioning Soldiers have the opportunity to use ACAP services. Commander's reports are also available for unit leadership to track transitioning Soldiers' ACAP progress. In addition, commanders are required to designate a point of contact to synchronize unit efforts with ACAP and ensure transitioning Soldiers complete the Army transition tasks in accordance with (IAW) the timeline below:

Information/Announcements

Adjutant General (AG) Continues:

-- Within 30-60 days of arrival to the unit, the career counselor is required to conduct interview/counseling and discuss short and long term military goals with Soldiers. Transition counseling is an integral component of professional development. The career counselor is an integral link and can refer Soldiers to other counseling services such as Army Continuing Education Services, retirement services, financial services, encourage the use of the ACAP Call Center at (800) 325-4715, and use of the ACAP secure website at <https://www.acap.army.mil>.

-- No later than 12 months prior to separation, transitioning Soldiers are required to complete a mandatory ACAP preseparation briefing online at <https://www.acap.army.mil> or the ACAP Center. Congress allows Soldiers retiring to start the ACAP process two years before retirement and non-retiring Soldiers one year prior to separation. Deploying Soldiers, who will redeploy with less than 12 months remaining on active duty, will complete the ACAP preseparation briefing, individual counseling, and begin development of an individual transition plan (ITP) prior to deployment. Soldiers may register for eBENEFITS at www.Benefits.VA.GOV and my HealtheVet (www.MYHEALTH.VA.GOV).

-- Within two weeks after completing the preseparation briefing online, transitioning Soldiers must schedule an initial counseling appointment at the ACAP Center. The ACAP Counselor will provide the transitioning Soldier with copies of the Preseparation Counseling Form (DD Form 2648 or DD Form 2648-1).

-- No later than 10 months prior to separation, transitioning Soldiers will attend initial/individualized counseling which includes financial planning and begin development of an ITP and a resume of choice with the assistance of a transition counselor. Transition Counselors are available in the ACAP Center, at phone: (803) 751-4109 to offer guidance, information, assistance, and referrals throughout the transition process. Appointments may also be scheduled on the ACAP website at: <https://www.acap.army.mil>.

-- Between ten months and transition date, transitioning Soldiers will complete specialized training IAW the Individual Development Plan (IDP) and complete the Department of Labor (DOL) Employment Workshop.

-- No later than six months prior to separation, transitioning Soldiers will complete the half day Veterans Administration (VA) Benefits Briefing, which covers compensation and pension, health care, vocational rehabilitation and employment, education and training, home loan guarantee, small business seminars, life insurance, survivor benefits and burial. The VA Representative also explains how to apply for benefits and helps with the application process. Transitioning Soldiers with potential or pending disabilities will complete the Disabled Transition Assistance Program as necessary. Demobilized Soldiers will complete the VA Benefits Briefing as soon as practical following redeployment.

-- No later than five months prior to separation, Soldiers are encouraged to complete a resume of choice with the assistance of a transition counselor. Resume modification will continue IAW with the individual's transition plan throughout the transition process.

-- Prior to clearing the ACAP, transitioning Soldiers will have in his or her possession a resume that demonstrates preparedness to transition. Also encouraged is one of the following: acceptance letter from a college or training institution, an actual job offer, or a list of job openings well-matched to the transitioning Soldier's current level of knowledge, skills, and abilities.

Adjutant General (AG) Continues:

-- During deployment, Soldiers are encouraged to utilize the ACAP call center or ACAP website to improve his or her preparedness for transition, if practical. Reserve Component Soldiers, unable to complete these tasks prior to demobilization, will have access to transition services for six months following transition.

-- Soldiers separated from the Army prior to their scheduled release date, either voluntarily or involuntarily, create a unique challenge and are at a high risk for unemployment. Once unprogrammed losses are identified, commanders should immediately refer the Soldier to the ACAP Center to receive pre-separation counseling and participate in as many services as possible prior to separation.

Success in transition equates to a Soldier being prepared to make sound and informed decisions regarding his or her career and taking appropriate steps to implement those decisions. Success results in reduced stress levels for transitioning Soldiers. Successfully transitioned veterans will become advocates for the Army.



Adjutant General (AG) Project Manager
751-7535, or email: maryjo.behney@us.army.mil

POC: Ms. Mary Jo Behney, phone:

Safety Information. Remember---Always Think SAFETY!

STRESS CAN AFFECT YOUR SAFETY

Everyone has stress and it isn't all bad. But when we suffer from stress overload it can affect our health, and even our ability to work safely. A reasonable amount of stress can motivate us to work better and faster. But excessive stress can cause many problems such as health difficulties. It can also keep us from concentrating on working safely.

Here are some of the symptoms of too much stress:

- Sleeping difficulties.
- Feelings of anxiety and of being overwhelmed.
- Being short-tempered and uptight.
- Physical sensations such as tense muscles, headache or upset stomach.
- Abuse of substances such as food, cigarettes, alcohol or drugs.



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

POC: Ms. Janice Spain, phone:

Casualty Documents. There are two forms critical to supporting your survivors if something were to happen to you: DD Form 93 (Record of Emergency Data) and SGLV Form 8286 (Service Members Group Life Insurance Election and Certificate). Together, these two documents are known in the military as the "casualty documents." It is the responsibility of all Soldiers to update their own casualty documents and to ensure their intent is annotated properly. Only the Soldier knows when changes need to be made to documents.

Soldiers should view the DD Form 93 as the most important document they sign after their enlistment contract or oath of office. The Casualty and Mortuary Affairs Operations Center (CMAOC) retrieves a copy of the DD Form 93 for every reportable casualty from the Interactive Personnel Electronic Records Management System (iPERMS) and requests copies of the form from the unit to ensure it has the most current signed copy. This form provides CMAOC with the most up-to-date contact information for immediate Family Members whom the Soldier wants to be notified if the Soldier becomes a casualty. It is vital that the contact information on the DD Form 93 never be out-of-date. Additionally, the DD Form 93 is the official document that designates beneficiaries for death gratuity (DG), unpaid pay and allowances (UPPA), and appoints the Person Authorized to Direct Disposition (PADD).

Some common errors found on the DD Form 93 include:

- missing information for the mother and father
- choosing an ineligible organization, minor child or no designation at all for the \$100,000 DG and unpaid pay and allowances
- disallowed portion distributions for DG
- electing an ineligible person for the PADD

If the Soldier's father and mother are known, their names are to go into blocks 6a and 7a, and their current addresses are annotated in blocks 6b and 7b. If a parent is deceased or whereabouts unknown, the name still goes within the appropriate block, but the address should be annotated as "deceased" or "unknown". If the Soldier is unsure of whom the parents are, then "unknown" in either block or both blocks would be sufficient.



Information/Announcements

Personnel Operations Work Center (POWC)

POC: Mr. Donald Johnson, phone:

751-5763, or email: donald.l.johnson12.civ@mail.mil

Casualty Notification Officer (CNO)/Casualty Assistance Officer (CAO) Recertification Training. Eligible Soldiers must complete the CNO/CAO classroom coursework and pass a written test to gain initial certification. Individuals must pass standardized tests according to the student performance measures set by Casualty and Mortuary Affairs Operation Center (CMAOC), Fort Knox, KY. The initial certification will expire in one year (12 months). Individuals who fail the student performance measures must be recycled in another training session.

To gain recertification, each individual must complete the online training and pass the test provided at <https://www.hrc.army.mil/TAGD/Training>. If the individual passes the recertification test on the first attempt, he or she will be recertified for one year. If the individual fails the online recertification, he or she will be locked-out of the system for 24 hours, after which he or she can take the test again. If the individual fails to pass the test on the second attempt, he or she must successfully complete the 16-hour classroom training to become certified. For more information, please contact Mr. Johnson as indicated above.



Army Continuing Education Services (ACES)

POC: Ms. Brenda Johnson, phone:

751-7209, or email: brenda.g.johnson.civ@mail.mil

Army Education Center Offers GT Improvement Classes. Are you on target for meeting your military career goals? Are you in the MOS of your dreams? Is your GT Score 110 or above? If you answered 'no' to any of these questions, you are a great candidate for the on-post Basic Skills Education Program (BSEP) offered here at the Fort Jackson Army Education Center. This intensive on-duty program helps Soldiers improve their functional reading, math, and test-taking skills, for use in both military and civilian careers. To qualify for the BSEP class, a completed BSEP enrollment form with the commander's signature and recent TABE scores (within six months) must be received in Room A-100 of the Education Center prior to the class start date. Enrollment is confirmed on a first come, first served basis; class size is limited to 15 students. The next class is scheduled to start 5 Feb 13. The BSEP enrollment forms are available in Room A-100. For more information, please call ACES at (803) 751-5341.

Information/Announcements

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

POC: Ms. Dorothy Roberts, phone:

AWOL/DFR. IAW AR 630-10, Para 3-1, and AR 190-9, Para 2-1, the unit commander should notify the local provost marshal within 48 hours after a Soldier has been reported AWOL. On receipt of an AWOL report, the provost marshal initiates a DA Form 3975 (Military Police Report (MPR)) and a corresponding blotter entry on a DA Form 3997 (Military Police Desk Blotter). On the 31st day of AWOL, the unit commander completes a DA Form 4187 to report a Soldier's change of duty status from Absent Without Leave (AWOL) to Dropped From Rolls (DFR). In addition, the unit commander notifies DMPO within 48 hours of Soldier's duty status from AWOL to DFR. The MPR number for AWOL, DFR, along with other related offenses need to be annotated in block 19 of DD Form 553 by PMO to verify that the offense has been recorded in COPS before USADIP is able to generate a deserter warrant for arrest in NCIC. Please ensure that packet is completed accurately prior to turning in. For more information, please contact Ms. Roberts as indicated above or Ms. Marian McDaniel, Basic Combat Training Supervisor, at (803) 751-4416 or email marian.e.mcdaniel.civ@mail.mil.

ID Cards/PIN Resets. Initial Entry Training (IET) Soldiers and Soldiers in a student status should report to Room 114 for an ID card. Although appointments are not required for IET Soldiers and Soldiers in a student status, it is recommended. Soldiers that need to reset their personal identification number (PIN) should report to Room 124. Please make an appointment if you have over 15 Soldiers. For more information, contact the ID Card Supervisor, Ms. Sharon Jackson, at (803) 751-6024, or Ms. Roberts as indicated above.



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

POC: Ms. Ernestine Richardson, phone:

Substance Abuse Rehabilitation and Treatment. In accordance with AR 600-85, paragraph 7-9 (b), the unit commander will refer individuals suspected or identified as alcohol and/or other drug abusers, including those identified through drug testing (except those determined to be legitimate medical use by the MRO) and/or blood alcohol tests, to the Army Substance Abuse Program (ASAP) Counseling Center for screening. Soldiers impaired by alcohol while on duty will be referred to the ASAP Counseling Center for the initial evaluation. Soldiers who are referred by the unit commander for evaluation, regardless of the means of identification, will be referred using a DA Form 8003, which the commander must sign. The Clinical ASAP is located at 9810 Lee Road. For more information, contact the Clinical ASAP at 751-6597.

Information/Announcements

Administrative Services Division (ASD)

POC: Ms. Patricia Kelly-Johnson, phone:

751-5335, or email: patricia.d.kelly-johnson.civ@mail.mil

Records Management/Army Records Information Management System (ARIMS). New changes to AR 25-400-2, Army Records Information Management System (ARIMS). Army Consolidated Records Schedule (ACRS) replaces the Records Retention Schedule-Army (RRS-A) effective 6 Jan 13. The ACRS consists of 112 record numbers with three retention periods (0-6 years, 6+ years, and permanent). The 6000+ active and inactive record instructions were replaced by 112 consolidated instructions. The ACRS search options are reduced since there are less record instructions to search. A Quick Reference-Crosswalk and a Detailed Reference-Crosswalk are included under the ACRS tab listing the old record series and numbers. The disposition codes (K-, T-, U-, S-, and R-Codes) are eliminated and replaced by the following three retention periods: 0-6 years, 6+ years, and Permanent. Office record lists (ORLs) are significantly reduced with the new ones typically containing just 4-5 record numbers versus 25 -30 for the old ones. All functionality remains the same except for creating an ORL from a removed template since it is no longer needed. For more information, please contact Ms. Kelly-Johnson as indicated above.

Records Holding Area. The Fort Jackson Records Holding Area (RHA) is located at 2079 Wheeler Road. The RHA provides efficient records management for your inactive hard copy records. The records will be maintained until the files are either eligible for destruction or retired to a Federal Records Center. The RHA personnel also provide access to the organization records when needed for official business use. If your organization currently has boxes that need to be transferred to the RHA, the Transmittal List (SF 135 and SF 135a) will be prepared in duplicate and forwarded to the DHR, Attn: ASD, Records Manager, for review and approval prior to bringing your records to the RHA. Records Management Coordinators will ensure that the specific year of files (i.e., calendar year (cy) and/or fiscal year (fy)); disposal authority; and disposal date are indicated on the SF 135 and SF 135a. Prior to the destruction of any Army records, the Installation Records Manager is required to review all records scheduled for destruction and certify that the records to be destroyed do not fall under any of the current records freezes. Only after this certification can any Army records be destroyed. To schedule a review of your records that are ready for destructions, contact Ms. Patricia Kelly-Johnson as indicated above.

Official Business Mail Center. The official business mail section processes outgoing official business mail. Postal officers and office managers are encouraged to evaluate what is being mailed from their office and how often it is being mailed. If you are mailing frequently to the same address, recommend you consolidate and mail to that address once or twice a week. Weekly consolidations are cost efficient when using bulk and/or flat rate mailing tools. The mailing of items such as awards, invitations to change of command ceremonies, promotions and/or retirement ceremonies should be kept to a minimum and used only if there are no other means to notify persons available. All official business mail requiring "accountable" mail service should be accompanied with a justification and/or a copy of the regulatory guidance. Government owned firearms will be shipped through DOL, Transportation. For more information, please contact Ms. Kelly-Johnson as indicated above or Mr. Bobby Marsh, phone: 751-4585, or email: bobby.marshsr@us.army.mil.

Mail Clerk Training. The schedule below depicts dates and time for upcoming Mail Clerk training which will be held at the Army Continuing Education System Center, located at 4500 Strom Thurmond Blvd, Room 308B:

Information/Announcements

ASD Continues:

29 Jan 13
0830 – 1030

26 Feb 13
0830 – 1030

26 Mar 13
0830 – 1030

Mail Orderly Training. The schedule below depicts dates and time for upcoming Mail Orderly training which will be held at the Drill Sergeant School in the Bowen Room, located at 9574 Marion Ave:

28 Jan 13
1430 – 1530

25 Feb 13
1430 – 1530

25 Mar 13
1430 – 1530

Training will focus on all aspects of mail handling and delivery. Perspective clerks and orderlies will be required to pass a written examination before being certified to handle personal and official business mail. Applicants are required to register no later than the Wednesday prior to the scheduled training date. Applicants are required to hand carry to the Official Mail Manager, three signed original DD Forms 285 in typed format (not handwritten) using only the last four of the SSN and a memorandum signed by the commander or their appointing official stating the applicant can or does have a security clearance. This is not required for Drill Sergeants. Students should arrive at the class at least 15 minutes prior to the start of the class. Late comers will not be allowed to enter the class. For more information, please contact Ms. Kelly-Johnson as indicated above or Mr. Bobby Marsh, phone: 751-4585, or email: bobby.marshsr@us.army.mil.

Retirement Services Office (RSO)

POC: Mr. Gregory Fountain, phone:

751-6715, or email: gregory.l.fountain3.civ@mail.mil

Temporary Early Retirement Authority (TERA). The TERA is a discretionary authority and not an entitlement. Early retirement will not occur prior to the attainment of 15 years of service on the established separation date. Application of TERA is limited to Soldiers who are denied continued active duty service with an established involuntary separation date of 30 September 2018 or earlier. The approval authority for early retirement under the provisions of TERA is the Commanding General, United States Army Human Resources Command (AHRC).

According to the TERA guidance, noncommissioned officers (NCOs) who are denied continued service as a result of an approved Qualitative Service Program (QSP) centralized selection board who are serving on active duty and have completed 15 but less than 20 years of active service as of their established involuntary separation date may apply for TERA.

Also, officers who have twice failed selection for promotion to the next grade, including those who have been selected for, but not yet accepted selective continuation, who are serving on active duty and have 15 but less than 20 years of active service on the established separation date may apply for TERA.

Qualifying Soldiers desiring consideration for early retirement under TERA must apply. The AHRC will contact every eligible NCO in conjunction with their QSP notification through their chain of command. Two times non select officers will also be notified of their eligibility.

For more information, visit the United States Army website at <http://www.army.mil>.

Information/Announcements

Personnel Strength Management Work Center (PSMWC) **POC: Ms. Twyla Perkins, phone: 751-5578, or email: twyla.v.perkins.civ@mail.mil**

The Total Army Sponsorship Program. The US Army established the Total Army Sponsorship Program (TASP) to assist Soldiers, civilian employees, and Family Members during the relocation process. Program participants are provided accurate, timely information and other support needed to minimize the challenges associated with relocating to a new duty station.

The efforts to help the Army achieve its initiative, every Soldier (E1-O6) (with emphasis on Initial Entry and Advanced Individual Training (AIT) Soldiers going to their first permanent duty station), and for civilians in grades of GS-15 and below being assigned a sponsor; all are to complete the Sponsorship Program Counseling and Information Sheet, DA Form 5434 (Revised), and the online sponsorship in/out-processing surveys. The Soldier should turn in the DA Form 5434 (Revised) at their scheduled Reassignment/Levy Briefing. The program is available to members of the active Army, the Army National Guard, the United States Army Reserve, and to civilian employees whose assignment to a position within the Department of the Army which requires a permanent change of station (PCS).

The sponsorship program works closely with the Army Community Service (ACS) agency, and relies on the local ACS center to provide relocating personnel with counseling, welcome packets, and pre-move destination information.

Point of contact this information is MSG Joianessa Smith, Fort Jackson Sponsorship Liaison, at (803) 751-4895, or Ms. Twyla Perkins, Personnel Strength Management Work Center Supervisor, as indicated above.

Army Career and Alumni Program (ACAP) **POC: Ms. Carolyn Andrews, phone: 751-1723, or email: carolyn.b.andrews.civ@mail.mil**

Veterans Opportunity to Work. The Veterans Opportunity to Work (VOW) Act became effective on 21 Nov 12. Transition Services, as we knew it, has completely changed for the better. The VOW Act mandated transition services for all active duty Soldiers separating after 180 days of service. The transition process is to begin no later than 12 months prior to separation. This requirement may appear to be overwhelming, but it will provide an invaluable service to our Soldiers and to the Army. Soldiers will be better equipped to gain meaningful employment and the Army will see a reduction in unemployment benefit costs. The ACAP has been completely revised and is extremely accessible. Soldiers can talk to an ACAP staff member 24 hours a day, seven days a week, by calling 800-325-4715; participate in virtual job fairs; and complete many services by entering the virtual ACAP center at <https://www.acap.army.mil>. Commanders will now receive commanders' reports generated by ACAP XXI to monitor their Soldiers' progress. It is important that commanders ensure that their contact information and their designated representative's information are current within ACAP XXI to receive timely reports. If you have any questions, contact Carolyn Andrews as indicated above.

Unit Level Briefings. The ACAP staff is available to conduct unit level briefings. Please call 803-751-6062 for more information.



Information/Announcements

Director: Administration and Budget

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

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

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

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

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

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

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

Personnel Operations Work Center: Casualty Affairs; Line of Duty; Garrison Military Awards; Officer Procurement; Separations; Transition; Compassionate Reassignments; OCONUS Leaves; Orders Management; Congressional Inquires; Release from Active Duty/Discharges (IET)

Donald L. Johnson 751-5763 donald.l.johnson12.civ@mail.mil

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

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

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

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

Trainee/Student Processing Work Center: Trainee/Student Records; In/Out-Processing; Reassignment; Army Training Requirement and Resource System; Data Entry; MOS Orders; Hometown Recruiting Assistance Program; Name Changes; Compassionate Reassignments; Assignment Exchange

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

Administrative Services Division (ASD): Freedom of Information Act/Privacy Act Requests; Army Records Information System; Forms and Publications Manager; Military Mail Operations; Correspondence Distribution; Postal Inspections; U. S. Postal Service Liaison

Patricia Kelly-Johnson 751-5335 patricia.d.kelly-johnson.civ@mail.mil

Army Career & Alumni Program (ACAP): Transition Services; Job Assistance; Small Business Seminars; Veterans Benefits Briefings; Federal Employment Seminars

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

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

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

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

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