

COMMUNITY SERVICES COUNCIL MEETING SEATING

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| 1 | BOSS MWR Advisor | 11 | DPTMS | 21 | MWR-BOD | 31 | CPAC |
| 2 | CRDAMC CDR | 12 | DPW | 22 | MWR-CYS | 32 | FHAVCCF |
| 3 | CRDAMC CSM | 13 | EEO | 23 | MWR-CRD | 33 | FH CUST. SVC OFFICER |
| 4 | CRDAMC DEP CDR | 14 | EXCHANGE | 24 | MWR-NAF SUPPORT SVC | 34 | FORT HOOD FAMILY HSG. |
| 5 | DECA-CC | 15 | HEALTH PROMOTIONS | 25 | NEC | 35 | FISHER HOUSE |
| 6 | DECA-WW | 16 | IG | 26 | PAO | 36 | FORT HOOD THRIFT SHOP |
| 7 | DENTAC CDR | 17 | III CORPS CHAPLAIN | 27 | RESILIENCY CAMPUS | 37 | FHMFMSF |
| 8 | DENTAC DEP CDR | 18 | LRC | 28 | USAG CHAPLAIN | 38 | FHSC |
| 9 | DES | 19 | MICC | 29 | AMERICAN RED CROSS | 39 | SANTA'S WORKSHOP |
| 10 | DHR | 20 | MWR-ACS | 30 | CTC | 40 | USO |

CSC DOCUMENTS



QR CODE

See back of the agenda

or

go online to

<https://hood.armymwr.com//programs/csc-calendar-events>

OPENING REMARKS

INVOCATION

GUEST INTRODUCTION

Mr. Nicholas Johnsen

Director

**Directorate of Family, Morale,
Welfare and Recreation**

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
PREVIOUS EVENT HIGHLIGHTS

Previous Event Highlights

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
SUGGESTED TOPIC UPDATES

Suggested Topic Updates

**TOPIC 1:
EXPLANATION /
DISCUSSION:**

**Cross Walks at TJ Mills Blvd.
Extremely difficult and
dangerous for pedestrians,
walkers and runners crossing to
utilize the III Corps track.**

**PROPOSED
RECOMMENDATION:**

**Push button operated cross
walks installed at the
intersection of TJ Mills & Tank
Destroyer**

RESPONSE:

**Thank you for your feedback and
recommendation. DPW has
been working hard to improve
the safety of Soldiers and other**

RESPONSE:

the safety of Soldiers and other pedestrians on post by installing push button crosswalks at major intersections. For example, we now have them along TJ Mills at Battalion and 761st Tank Battalion, along Tank Destroyer at Wratten Dr., 62nd Street and 72nd Street, and at several locations along Battalion, Old Ironsides and Hell on Wheels Avenues. The push button crosswalks will also be installed as part of the Tank Destroyer-Clear Creek intersection project

RESPONSE:

(ongoing). Future projects will include the TJ Mills - Tank Destroyer intersection, as you recommend.

TOPIC 2:

Santa Fe Gate Hours – can this gate with it being closest to CRDAMC be open 24/7.

EXPLANATION / DISCUSSION:

I've had quite a few folks ask why Santa Fe Gate is closed with it being the closest gate to CRDAMC. On training holidays, especially with limited gate access, I have seen emergency vehicles try to maneuver through backed up gates. In an emergency, all folks think about is getting to the hospital as quickly as possible.

PROPOSED

RECOMMENDATION:

Can we please look into opening this gate 24/7? Thank you!

RESPONSE:

The traffic count entering Santa Fe ACP does not meet the threshold for 24/7 operations. DES has a process to expedite emergency vehicles into the main gate. Mr. Fred Reed, CRDAMC EMS Chief, reports this has no impact on ambulances trying to reach CRDAMC in an emergency.

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES

COMMUNITY UPDATES



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Carl R. Darnall

Army Medical Center

Health Care Delivery Update

COL David Gibson
Commander



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Health Care Update

Access to Care Standards



By The Numbers



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ATC and Readiness

**Access to Care =
Medically Ready Soldiers**

Fort Hood Readiness rates:

Deployable - 90.59%

MRC 1/2 - 87.22%

MRC 4 - 2.32

***As of: 15 APR 18**



CRDAMC Total Feb Appts

| February 2018 | Specialty Care | Primary Care |
|--------------------------|----------------|---------------|
| KEPT | 44,255 | 21,882 |
| NO-SHOW | 2,278 | 1,439 |
| *Sick-CALL | 162 | 437 |
| TEL-CON (Virtual Visits) | 5,632 | 16,335 |
| WALK-IN | 22,311 | 4,649 |
| Total | 74,638 | 44,742 |

- Sick-Call Appointments don't always get classified as "Sick Call" and many times will be walked-in to a 24 hr Appt.
- Walk-ins (specialty care) includes all ED visits

No Show by Month



No Show by Clinic





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Surveys and Data Reports

93.9%

Healthcare team began to address your needs within 30 minutes of your appointment time



PLEASE TO ADMINISTER: Repeat

For questions 13 through 15, please rate the following aspects of your appointment:

| | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 13. The ease of making the appointment | <input type="checkbox"/> |
| 14. The amount of time between when you made the appointment and your actual visit | <input type="checkbox"/> |
| 15. If you pass your scheduled appointment time, the staff made it easy for you to know about the delay | <input type="checkbox"/> |

16. Did your healthcare team begin to address your needs within 30 minutes of your appointment time?
 Yes No N/A

For questions 17 and 18, please rate the following aspects of your care and service during THIS visit:

| | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 17. The courtesy and responsiveness of clerical and receptionists | <input type="checkbox"/> |
| 18. The helpfulness of clerical and receptionists | <input type="checkbox"/> |

If you also went to the Pharmacy, Laboratory, or Radiology Department in conjunction with THIS visit, please rate your experience with these services:

| | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 19. Overall experience with Pharmacy | <input type="checkbox"/> |
| 20. Overall experience with Radiology | <input type="checkbox"/> |
| 21. Overall experience with Laboratory | <input type="checkbox"/> |

Please indicate how much you agree or disagree with the following statements:

| | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 22. Overall, I am satisfied with the healthcare I received on this visit | <input type="checkbox"/> |
| 23. I am disappointed in the facility's ability to accommodate my family member's needs | <input type="checkbox"/> |
| 24. In general, I am able to see the provider when needed | <input type="checkbox"/> |
| 25. In general, the provider(s) in contact with me on this visit do not seem to know my needs or address them | <input type="checkbox"/> |

About you:

| | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 26. In general, how would you rate your overall health? | <input type="checkbox"/> |
| 27. In general, how would you rate your overall status of mental health? | <input type="checkbox"/> |

28. Please provide any comments about **CRDAMC Rx** that you would like to share. Please do not provide any personally identifiable information.

Thank you very much for your opinion. Please return your questionnaire in the envelope provided to: ATTN: MILITARY HEALTH SYSTEM SURVEY CENTER, c/o Ispas, P.O. BOX 9130, CHICAGO, IL 60608

Please Address: This is the information that will be used for your participation in this survey. It will not be used for any other purpose. Your responses will not be reported individually. However, you may be contacted by name if you are selected for an interview or other follow-up activities.

9

CRDAMC Rx average wait times



Outpatient Wait Times

BLUF:

In FY17 – Over 545,000 patients served by processing 1,198,972 outpatient prescriptions at 12 outpatient pharmacy locations while exceeding MEDCOM wait time goal.

| Pharmacy | FY17 | | | | FY18 (OCT – JAN) | | | |
|---------------------|--------------------|-----------------------------|---------------------------|---------------------------|--------------------|-----------------------------|---------------------------|---------------------------|
| | Number of Patients | Average Wait Time (minutes) | % Patients Waited <30 min | % Patients Waited <60 min | Number of Patients | Average Wait Time (minutes) | % Patients Waited <30 min | % Patients Waited <60 min |
| Main CRDAMC | 104,544 | 17 | 83% | 98% | 33,017 | 16 | 87% | >99% |
| Clear Creek PX | 212,052 | 16 | 83% | 98% | 76,533 | 12 | 93% | >99% |
| Collier CBMH | 28,135 | 5 | 99% | 100% | 9,705 | 9 | 97% | 100% |
| Killeen CBMH | 17,999 | 8 | 98% | 100% | 5,887 | 8 | 88% | 100% |
| Copperas Cove CBMH | 15,660 | 11 | 95% | 100% | 5,246 | 6 | 96% | 100% |
| Harker Heights CBMH | 16,895 | 10 | 97% | 100% | 5,733 | 5 | 97% | 100% |
| Thomas Moore SCMh | 45,211 | 8 | 98% | >99% | 15,080 | 6 | >99% | 100% |
| Bennett SCMh | 24,308 | 5 | >99% | 100% | 7,304 | 8 | 99% | 100% |
| Monroe SCMh | 25,826 | 6 | 97% | 99% | 5,944 | 11 | 96% | 100% |
| ED | 38,480 | 10 | 98% | >99% | 15,764 | 11 | 97% | >99% |
| Pediatrics | 16,525 | 8 | 98% | >99% | 6,184 | 9 | 92% | 99% |
| Total | 545,635 | 10 | 95% | >99% | 186,397 | 9 | 95% | >99% |

Meets or Exceeds MEDCOM Goal

MEDCOM Wait Time Goal
 75% < 30 min
 98% < 60 min



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Urgent Care Clinic Locations

How to locate an Urgent Care Clinic near you:

Download the **Humana Military App** on your mobile device; allow the device to access your location and it will locate the UCC closest to you

Call the **Nurse Advice** Line and they can direct you to the nearest Urgent Care location
Dial 1-800-TRICARE (874-2273), option 1

Go to the **Humana website** to locate the closest UCC at <https://www.humana.mil>





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Local Urgent Care Clinics

UCC locations in the local area:

UCC at the CRDAMC - 36065 Santa Fe Ave, Fort Hood, TX

Killeen Urgent Care – 5702 E Central Texas Expy, Killeen, TX

Freedom Urgent Care - 300 W Central Texas Expy, Harker Heights TX

Integrity Urgent Care – 3010 E Business 190, Copperas Cove, TX

Doctors Express – 3614 SW H.K. Dodgen Loop, Temple TX



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How Can You Help?



1-Sign up for TRICARE online (TOL) make and cancel appointments on TOL



2-Arrive 15 minutes prior to appointment time



3- Be prepared to discuss your health with your provider



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Medical Readiness Utilizing Virtual Health



TRICARE Online Patient Portal Mobile

The Military Health System announces the launch of TRICARE Online Patient Portal (TOLPP) Mobile, giving patients greater access to their health information and health care teams.

Scan the code and bookmark the site!



HOW TO ACCESS

TOLPP Mobile can be accessed with any mobile device including smart phones by following these steps:

1. Open your mobile device web browser
2. Go to www.TRICAREOnline.com
3. Log in using a DS Logon Premium or DFAS myPay account
4. Tap the menu button
5. Tap "Add to Home Screen"

WHAT ARE MY CAPABILITIES?

Appointments

Make new MTF appointments
 Manage or cancel appointments
 Receive notifications

Prescription Refill

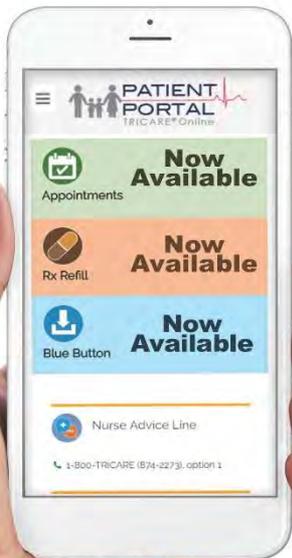
Refill prescriptions
 View prescription status
 Receive notifications

Blue Button - Available Fall 2017

View personal health data:
 lab and radiology results, medications, allergies,
 problem lists, encounters, vital signs, immunizations

REMINDER!

The Nurse Advice Line is available 24/7
 1-800-TRICARE (874-2273) option 1



www.TRICAREOnline.com



- TOL makes booking and canceling appointments with PCM faster and easier 24/7. Do not have to wait for appointment line to open.
- Decrease “No Shows” – Automatically receive confirmation and 3 appointment reminder messages to different email and/or text address for ALL CRDAMC appointed and TOL booked appointments, to include all primary and specialty care appointments.
- View past appointment history for all appointments booked in TOL and through CRDAMC appointing services
- Set up appointment notification if earlier TOL appointments become available
- View and print lab results, radiology results, and immunization records.

**BE
WELL**

Mind
Body
Spirit



Department of Behavioral Health

7th Annual
**Behavioral
 Health and Wellness
 Information Fair**

Thursday, May 3, 2018
 Carl R. Darnall Army Medical Center
 CRDAMC Atrium
 11:00 a.m. - 3:00 p.m.



ADHD, Alcohol and Substance Abuse,
 Coping Skills, Depression, Financial Readiness,
 Marriage Counseling, Parenting Skills, Post Traumatic

Anxiety, Colleges, Universities, Community Support
 Health & Fitness, Leisure & Recreational Activities,
 Stress Disorder, Self Care and Wellness Activities



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Questions?



COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES

Mr. Mack Quinney
Fort Hood Family Housing
(FHFH)
Project Director

(254) 289-7244
nking@forthoodfh.com

**COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES**

TOPIC

- **Army Housing Survey April 19th – May 18th**
- **Sent to all FHFH residents email addresses on file**
- **PRIZES - \$50 gift cards, \$100 gift cards,**

**GRAND PRIZE ONE
MONTH FREE RENT**

For more information, call your community office.

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018

COMMUNITY UPDATES

We have listened, and made changes over the past year!



COMMUNITY IMPROVEMENTS:

ROAD IMPROVEMENTS IN
Comanche III
Pershing Park
Venable Village
Kouma Village



Exterior painting continues in Kouma, Montague and Comanche III homes.



Various renovations/upgrades have been made in Comanche III, Pershing Park, & Venable Village.

Continued landscaping improvements.



Implemented quarterly community clean ups with employees & military support.



Construction of 64 townhomes in the Wainwright Heights community.

COMMUNITY ENGAGEMENT:



Community Gardens provided free fruits & vegetables to residents.



New monthly customer experience trainings for staff.

Updated community office procedures for follow-up.



COMBINED COMMUNITY ACTIVITIES

Award winning events such as National Night Out.



CHILDREN PARTICIPATED IN LEMONADE DAY



Emailed follow-up survey to gauge resident satisfaction.

www.forthoodfh.com



Could you use One Month's FREE RENT?

Give us five minutes you could be a WINNER!

April 19 to May 18

Be sure to check your email for your Resident Satisfaction Survey! Complete the survey online and qualify for prize drawings, including the chance to win ONE MONTH FREE RENT!*

Questions? Email nking@forthoodfh.com or contact your community office.

*Drawing for one month's free rent will be held when the total resident response rate reaches 47%.



4/20/2018

CH (COL) Charles M. Fields

**Fort Hood Garrison Chaplains
Office
Garrison Chaplain**

(254) 288-6545

Charles.m.fields12.mil@mail.mil

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018

COMMUNITY UPDATES

National Day of Prayer

- **May 3, 2018**
 - **1130-1300**
 - **Spirit of Fort Hood Chapel**
- For more information, call (254) 288-6545.**

Post-Wide Vacation Bible School

- **June 4-8, 2018**
 - **0900-1200**
 - **Comanche Chapel**
- For more information, call (254) 288-6545 or (254) 288-6549 . Volunteers are needed, call for information.**



NATIONAL DAY OF PRAYER

THURSDAY 3 MAY

1130-1300

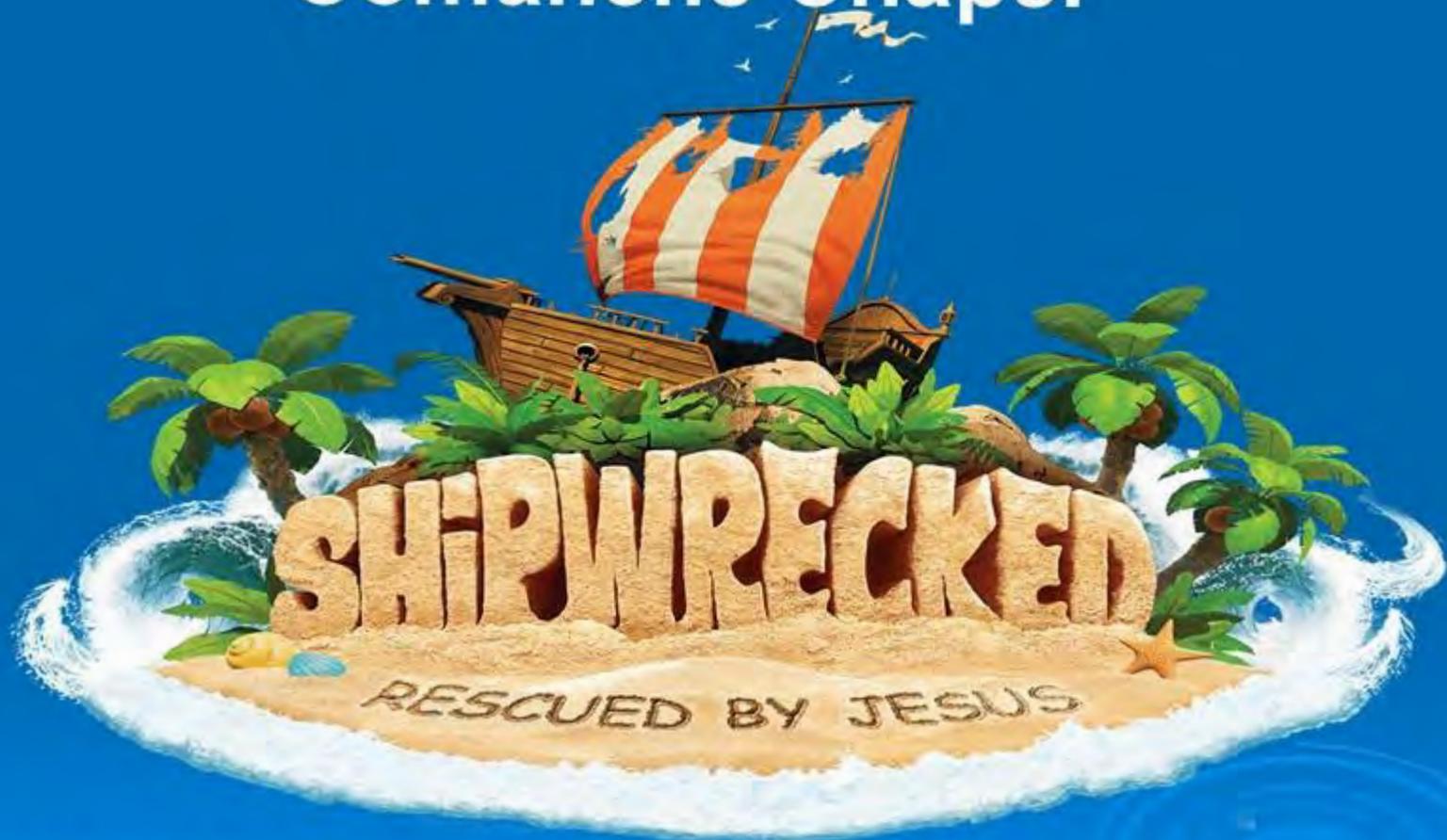
SPIRIT OF FORT HOOD CHAPEL

**A TIME OF
INDIVIDUAL & GROUP
PRAYER AND INTERCESSION**

**BLD 320 TANK DESTROYER BLVD
CALL 254-288-6545 FOR MORE INFORMATION**



Vacation Bible School 2018
June 4th - 8th 0900-1200
Comanche Chapel



**Volunteers please complete a background packet with the
Garrison Chaplains Office ASAP**

**Better Opportunities for Single Soldiers
(BOSS)**

SPC Oliver Yadao
Secretary

(254) 287-6116
forthoodboss@gmail.com

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES

Events In May:

Lake Travis Zipline * May 4th

Cinco de Mayo/ Fight Night Party * May 5th

ALL ARE WELCOME TO ATTEND

Horseback Riding * May 11th

Cooking Class * May 15th

BSR Waterpark * May 24th

Several Volunteer Opportunities This Month!

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES

Ms. Amanda Sequeira

Lemonade Day
City Director

(254) 338-6224

Amanda.Sequeira@fhnb.com

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES

TOPIC

- **Lemonade Day III Corps Ribbon Cutting**
 - **May 4th at 1700, Front Lawn III Corps HQ**
 - **Kick-off Lemonade Day Weekend**
 - **Present youth participants with Certificate of Occupancy and Lemonade Day t-shirts**
- **Lemonade Day is the first weekend in May!**
(Saturday, 5th and Sunday, 6th)
 - **Buy a glass (or two) and support entrepreneurship!**

For more information, call (254) 338-6224.

**Directorate of Plans, Training,
Mobilization, and Security (DPTMS)**

Mr. Fred Corbin
Emergency Management Specialist

(254) 553-2782
frederick.b.corbin.civ@mail.mil

Annual Full Scale Exercise 2018 22-24 May 2018

Multi-Jurisdictional Improvised Explosive Device (IED) Attacks

Fort Hood, Local, State, and Federal



SOLDIERS ★ FAMILIES ★ ARMY CIVILIANS

ARMY STRONG.™



Multi-Jurisdictional IED Attack



Scenario Sites



Main Fort Hood

West Fort Hood



North Fort Hood



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During the Exercise



- **Emergency response procedures 22 May 2018**
- **Incident event begins 0800 hrs with activation of “Giant Voice” emergency test messages**
 - Announcements preceded and followed by phrases such as “EXERCISE, EXERCISE, EXERCISE”
- **Various incident sites with multiple casualty role players with mock injuries**
 - Role players with simulated injuries vicinity North Fort Hood
 - Role players with simulated injuries vicinity TJ Mills Blvd and Tank Destroyer
 - Role players with simulated injuries vicinity Warrior Way Commissary
 - Role players with simulated injuries at CRDAMC and local hospitals
 - Role players replicating families seeking assistance at Emergency Family Assistance Center (EFAC)
 - Role Players replicating deploying unit Arrival Departure Airfield Control Group (ADACG – West Fort Hood)
- **Emergency response vehicles at incident site**
- **Units / Agencies activate Emergency Action Plan (EAP) / Shelter-in-Place (SIP)**
- **MASCAL response by CRDAMC and local hospitals**
- **Memorandum to Fort Hood family housing mayors and community life NCOs for distribution to housing residents.**



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FSE18 PAO Public Release

Greater Fort Hood Notification Plan

- **ADVISORY:** Fort Hood conducts annual full scale exercise.
 - Sentinel news brief planned for 26 April 2018 newspaper with follow-up news briefs until STARTEX
 - Presentation to Community Services Council (CSC) on 25 April 2018
- First Responders from Fort Hood and local hospitals will conduct a multi-jurisdictional IED attack exercise beginning 22 May 2018 at geographically dispersed locations across Fort Hood.
- This is a planned training exercise designed to test Fort Hood's ability to rapidly react to emergencies and disasters that confront our installation.
- Routine services, e.g. ID Card, In & Out processing, and other services will continue with minor interruptions.
- All role players will be identified by wearing a RED or YELLOW vest.
- "While Fort Hood Police and local area hospitals are trained and equipped to respond to an emergency incident of any nature, it is still necessary for our post and Community Partners to exercise and validate our active shooter response plan and our emergency action plans." Example of press release during the exercise.





Points of Contacts



Fred Corbin
Emergency Management Specialist
(254) 553-2782
Frederick.b.corbin.civ@mail.mil

Jeff Hof
Emergency Management Planner
(254) 285-5274
Jeffery.a.hof.civ@mail.mil



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Workforce Solutions of Central Texas

MG (R) Kendall Cox
Chief Operations Officer

(254) 200-2200
kendallc@workforcelink.com



Central Texas Workforce Area
 Bell, Coryell, Hamilton,
 Lampasas, Milam
 Mills, and San Saba



Workforce Solutions of Central Texas



Mission

The Central Texas Workforce System provides quality education, training and labor market services which give employers and residents of the region competitive advantage in the global economy.

Workforce Goals

To connect qualified people to jobs in a timely manner.

To meet the human resource goals of Central Texas employers.

To increase public awareness and support of the Central Texas Workforce System and its services.

To develop and maintain a diversified funding base.



Workforce Services



Job Seeker Services

- Job Matching – WorkinTexas.com
- Labor Market Information
- Demand and Emerging Occupations Data
- Preliminary Assessment /Prescreening
- Employment Information
- Child Care Assistance
- Education and Training Information and Assistance
- Career Exploration Opportunities
- Self Services Including Internet Access

Educator/Counselor Services/Student

- Labor Market Information
- Demand, Target and Emerging Occupations
- Career Exploration Resources –
<http://www.lmci.state.tx.us/>
<http://www.onetonline.org/>
- Eligible Students May Receive:
 - Connection to Work-based Learning Environments
 - One-on-One Support
 - Resume and Interviewing Preparation
 - Scholarships



Veteran, Active Duty, and Spouse Employment Programs

- Department of Labor National Dislocated Worker Grants - \$2.36m to Provide Services for Budget-Impacted Fort Hood Personnel: Soldiers, Military Spouses, Civil Service, and Contractors
- **Specialized workforce services** for resume writing, job search, vocational training, assistance with licensure/certifications; support services for transportation or child care.
- **Fort Hood Corporate Fellowship Program (Hire Our Heroes):** Facilitates soldiers' transition from military to civilian work to provide experience in professional positions; Engages Military Spouses in professional jobs in local workforce and economy
 - Eligibility: active duty soldiers with bachelors degree or work-experience equivalent; and military spouses who are unemployed or under-employed
 - Partners: U.S. Chamber of Commerce, Workforce Solutions of Central Texas (WFSCT), Fort Hood Soldier for Life Transition Assistance Program, Central Texas College, Local/National Employers (including public/govt. jobs), and Chambers of Commerce;
 - Business Role: provides work experience with expectations to hire qualifying soldiers upon completion of the 90 day internship
 - Paid Internships: for soldiers – paid by Dept. of the Army; for Spouses – paid by WFSCT



Workforce Solutions of Central Texas

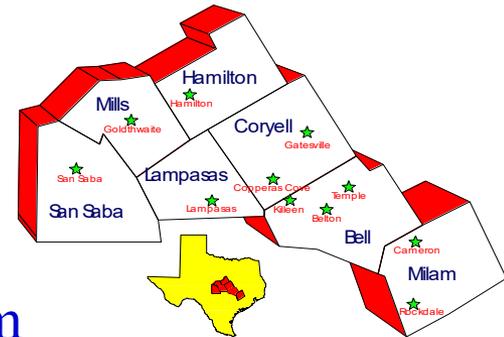
Questions or Help?

Susan Kamas: SusanK@workforcelink.com

254 742-4514

Ken Cox: KendallC@workforcelink.com

254 200-2200



Business Services: bussvcs@workforcelink.com; 254-200-2020 or 254-742-4440

Special Services for Soldiers and Spouses

Mary Urrutia: mary2011@workforcelink.com; 254-200-2230

Kara McVey: kara0910@workforcelink.com; 254-200-2228

Child Care Services – childcare@workforcelink.com; 254-200-2250 or 200-2009

Business Resource Center – brc@workforcelink.com; 254-200-2011 or 200-2012

Creating Futures by Bringing People and Jobs Together

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES

Mrs. Anna Marie Cox

**Heart of Hood Gift Shop
Manager**

(254) 394-2866

heartofhoodgiftshop@gmail.com

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018

COMMUNITY UPDATES

Introduction of Heart of Hood Gift Shop

- **Non-profit gift shop (501c3)**
- **Staffed and Managed by Volunteers**
- **Located behind TJ Mills Food Court – Hours: Tuesday-Wednesday-Thursday from 1000-1400**
- **Items are consigned – most military units on Ft Hood are represented**
- **Meeting room and Craft Classes available**

For more information, call (254) 394-2866 or email us at heartofhoodgiftshop@gmail.com

Heart of Hood Gift Shop

The intent of the Heart of Hood Gift Shop is to:

- Provide an avenue for military unit gift items to be consigned and sold in order to increase the esprit de corps within the units at Fort Hood. This idea was especially targeted for the Separate Brigades and other units that are not already represented by a gift shop**
- Provide a no cost meeting area for the FRGs and Coffee Groups on post**
- To act as a common information location for all the non-profit organizations on post**

Non-Profit 501(c)(3) * Run by Volunteers

Heart of Hood Gift Shop - continued

First donation was made this year! \$500 was donated to the FHAMFMSF (Fort Hood Area Military and Family Member Scholarship Fund.)

We also support the Fort Hood Spouses Club (FHSC) and the Tragedy Assistance Program for Survivors (TAPS) by selling their items and giving them the entire 100%.

We are located in the old Clothing and Sales Store, behind the TJ Mills Food Court. Map is provided on the last slide. Hours are Tues-Wed-Thurs from 1000-1400.

Stop by and check us out! We take cash, checks, and credit cards! No Military ID needed! You can also follow us on Facebook @heartofhoodgiftshop.



Our classroom is available at no charge for groups to use for FRG meetings, coffees and other gatherings. We offer inexpensive craft classes for those groups who are interested. The shop is also open at that time for purchases for the convenience of the group.

We have a refrigerator, microwave and Keurig machine available.

To reserve the room, come into the shop to sign up. If you are interested in a craft class, you will choose the craft at that time.



Sample of our inventory



We are a 501(c)(3) non-profit organization managed and run by volunteers. Our merchandise is consigned by crafters and our "profits" are donated to organizations that support our soldiers and their families.

Our shop carries items representing most units on Fort Hood. We carry stained glass, woodcrafts, glassware, fabric items, original paintings and prints. We also carry jewelry, baby items and home decor. Most items can be special ordered and personalized with your unit crest. Or you can order multiples of an item to use as gifts.

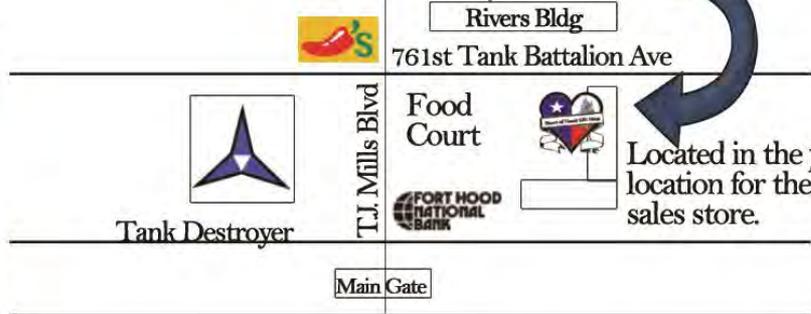


Follow us on Facebook!
 @hearttohoodgiftshop
 hearttohoodgiftshop@gmail.com



| HOURS OF OPERATION: | MON | TUE | WED | THU | FRI |
|---------------------|--------|-----------|-----------|-----------|--------|
| | closed | 1000-1400 | 1000-1400 | 1000-1400 | closed |

Where to find us!



Located in the previous location for the clothing sales store.



COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES



Ms. Lori Spencer
Veterans Outreach Specialist

Killeen Heights Vet Center
Department of Veterans Affairs

(254) 953-7100

lori.spencer@va.gov

<https://www.vetcenter.va.gov/>

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018

COMMUNITY UPDATES



- **Department of Veterans Affairs –Veterans Health Administration – Readjustment Counseling Services - 300 Vet Centers.**
- **Established in 1979 for Vietnam/Vietnam Era Veterans. Primarily counseling services for Veterans, Active Duty, and Family Members - to include federally activated Reserve and National Guard personnel.**
- **Served in a designated war zone (all eras), Military Sexual Trauma/Harassment (Male and Female), Marital and Family, and Bereavement Counseling.**

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018

COMMUNITY UPDATES



Active Duty additional eligibility:

- **Remotely controlled an unmanned aerial vehicle engaged in combat with an enemy of the United States or against an opposing military force in a theater of combat operations**
- **Provided direct emergency medical or mental health care, or mortuary services to the casualties of combat operations or hostilities within or outside the theater of combat operations or area of hostilities**

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018

COMMUNITY UPDATES



- **Free and Confidential - Information is not released without the client's written permission except in certain circumstances (Duty to Report).**
- **Records are not part of Military Medical Records or VA Healthcare Records (Separate database) Records can be used to substantiate claims.**
- **Easy access – no appointment or referral is necessary – Just walk in**
- **Verification of Service – DD214 or SRB**

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018

COMMUNITY UPDATES



- **Individual and Groups - Evening and Weekend Hours**

Monday – Thursday 0800-1900

Friday 0730-1630

**2nd & 3rd Saturday of each Month 0800-Noon
(Unless it is in conjunction with a Federal
Holiday)**

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES



Ms. Lori Spencer
Veterans Outreach Specialist
Killeen Heights Vet Center
302 Millers Crossing, Suite 4
Harker Heights, TX
(254) 953-7100
lori.spencer@va.gov

Vet Center Call Center
1-877-WAR-VETS (927-8387)
<https://www.vetcenter.va.gov/>

Army Community Service (ACS)

Ms. Mary Fitzgibbon
Mobilization, Deployment and Stability
Sustainment Operations Program
Specialist

(254) 287-8355

Mary.I.Fitzgibbon.civ@mail.mil

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY UPDATES

REAR DETACHMENT OPERATIONS COURSE

- **IAW OPORD PW 17-03-0283** Upon notification of deployment Commanders must begin the process of establishing rear detachments and train the Unit rear detachment staff in order to sustain continuity of operations in both the forward and home station locations
- RDO Course is a 3 Day course designed to meet this requirement
- Next sessions May 21-23, 2018 and August 20-22, 2018

For more information, call (254) 287-8355.

Army Community Service (ACS)

Mr. Kent Brickman
Wounded and Fallen Branch Manager

(254) 553-2464
kent.d.brickman.civ@mail.mil

MEMORIAL DAY

- **May 28, 2018**
- **11:30 am – 1:00 pm**
- **Gold Star Families are cordially invited to the Fort Hood ACS Survivor Outreach Services (SOS) Center for a catered luncheon in the Hall of Remembrance**
- **ACS SOS Center, Building 10043**
- **For more information, call (254) 288-9533.**

Family and MWR

Mr. Nicholas Johnsen
Director

(254) 287-4339
nicholas.r.johnsen.naf@mail.mil

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
PREVIOUS EVENT HIGHLIGHTS



**ALL-ARMY
TRIAL CAMP
SUBMISSIONS
COMPETE WITH THE BEST**

ALL-ARMY TRIAL CAMP SUBMISSIONS

- **PFC Jean Agosto
15th BSB A Co.
All-Army Volleyball - Men
Dates: April 13, 2018 – May 6, 2018
Location: Fort Indiantown Gap, PA**
- **SPC Chyla Lewis
1CDSB HHC
All-Army Volleyball – Women
Dates: April 13, 2018 – May 6, 2018
Location: Fort Bragg, NC**

For more information, call (254) 286-5760.

ALL-ARMY TRIAL CAMP SUBMISSIONS

- **SPC Kory Kibler
43rd MP Detachment
All-Army Soccer - Men
Dates: May 7, 2018 – June 1, 2018
Location: TBD**

- **PVT Daniel Merritt
B Co 3BEB
All-Army Soccer - Men
Dates: May 7, 2018 – June 1, 2018
Location: TBD**

For more information, call (254) 286-5760.

ALL-ARMY TRIAL CAMP SUBMISSIONS

- **SPC Maria Kelly
215 BSB HHC 3ABCT 1CD
All-Army Soccer – Women
Dates: June 2-19, 2018
Location: Fort Bliss, TX**

- **2LT Carmen Tomko
A-Co, 2-7 CAV, 3 ABCT
All-Army Rugby – Women
Dates: June/July 18 (Tentative)
Location: TBD**

For more information, call (254) 286-5760.

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
COMMUNITY EVENTS CALENDAR

- 1. The Calendar of Events is available online at <https://hood.armymwr.com//programs/csc-calendar-events>.**
- 2. Hot buttons link directly to CSC documents from the Fort Hood and MWR web pages**

BEN HOGAN CLASSIC AT FORT HOOD

- **April 27, 2018**
- **8:30 am – 9:45 am on-site check-in**
- **10:00 am shotgun start**
- **The Courses of Clear Creek**

For more information, call (254) 287-4130.

APRIL SHOWERS 5K RUN/WALK

- **April 28, 2018**
- **7:00 am – 7:45 am on-site registration, 8:00 am start**
- **Abrams Physical Fitness Center, Bldg. 23001**

For more information, call (254) 285-5459.

2018 FORT HOOD LIFEGUARD / WATERFRONT CERTIFICATION CLASSES

- 1. May 4-9, 2018
Friday (7:00 pm - 9:00 pm),
Saturday and Sunday (8:00 am – 5:00 pm)
and Monday through Wednesday
(5:00 pm – 9:00 pm)**
- 2. June 4-8, 2018, 8:00 am – 5:00 pm**
- 3. June 11-15, 2018, 8:00 am – 5:00 pm**

**2018 FORT HOOD LIFEGUARD / WATERFRONT
CERTIFICATION CLASSES
(CONTINUED)**

- **Lifeguard Certification:
\$150 (Swimming Pools)**
- **Lifeguard and Waterfront Certification:
\$175 (BLORA Beach)**
- **Abrams Indoor Pool**
- **For information and to register, call (254) 287-4648.**

HEB MILITARY SPOUSE APPRECIATION DAY

- **May 11, 2018**
- **10:00 am – 2:00 pm**
- **Club Hood**
- **For more information, call (254) 287-2327.**

MOTHER'S DAY BRUNCH

- **May 13, 2018**
- **Two settings available: 10:30 am and 1:30 pm**
- **Brunch is \$21.95 for adults, \$7.95 for children ages 5 - 12 and free for children ages 4 and under**
- **Club Hood (Bldg. 5764, 24th Street at Tank Destroyer Boulevard)**
- **For more information and to RSVP, call (254) 532-5073 or (254) 532-5329.**

**NATURALIZATION CEREMONY
(SELECTED SOLDIERS)**

- **May 15, 2018**
- **1:00 pm**
- **III Corps Headquarters, Bldg. 1001 West Atrium**
- **For more information, call (254) 287-4471.**

PHANTOM WARRIOR SCRAMBLE

- **May 18, 2018**
- **7:30 am – 8:45 am registration**
- **9:00 am shotgun start**
- **4 Person Scramble Teams**
- **Open to All**
- **For more information (254) 287-4130.**

ARMED FORCES 5K – RUN/WALK

- **May 19, 2018**
- **Race begins at 8:00 am**
- **On-site registration the day of the race from 7:00 am – 7:45 am**
- **Pre-register online at Hood.ArmyMWR.com by 12:00 pm the Wednesday prior to the event**
- **Pre-Registration Facilities: Leisure Travel Service, Sportsmen’s Center, Apache Arts and Crafts Center, Sprocket Auto Crafts Center**
- **Abrams Physical Fitness Center, Bldg. 23001, 62nd Street and Support Avenue**
- **For more information, call (254) 285-5459.**

FORT HOOD CARRY THE LOAD RALLY

- **May 24, 2018**
- **2:30 pm – 5:00 pm**
- **1st Cavalry Division Horse Detachment**
- **Horse Detachment Demonstration –
3:25 pm – 3:55 pm**
- **For more information, call (254) 288-7835.**

COMMUNITY SERVICES COUNCIL MEETING – April 25, 2018
OPEN DISCUSSION

SUGGESTED TOPICS FOR DISCUSSION

CLOSING REMARKS

Next Meeting

Wednesday, May 23, 2018, 10:30 am

**Community Events and
Bingo Center**

www.Hood.armyMWR.com