

Hub magazine

U.S. ARMY RESERVE PERSONNEL COMMAND
APRIL 2002

THE GATEWAY
A special pullout section of the Hub



New commander in place

Hub

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COMMANDER
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On the cover: Incoming commander Col. Elton C. Bruce — flanked by the chief of the Army Reserve, Lt. Gen. Thomas J. Plewes, and Bruce's wife, Gale — greet well-wishers after the March 18 change of command. Bruce shakes the hand of Ralph Weichert of Soldiers Memorial, representing the mayor of St. Louis. AR-PERSCOM's first lady shakes the hand of Overland Police Chief Jim Herron, representing the Overland mayor. Photo by Sgt. 1st Class Frank Ulery.

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COMMANDER'S CALL

COL. ELTON C. BRUCE



Incoming commander shares his philosophy

As the new commander of the U.S. Army Reserve Personnel Command, I want to share with each of you my view of the organization.

First, however, I want to take this opportunity to thank the AR-PERSCOM family for such a gracious welcome. I am especially thankful to my sponsor, Col. W. Bruce Pittman, for his guidance, advice and assistance during my transition from the United States Army Reserve Command. Since taking command, the directors and their staffs have presented me with some very informative briefings.

Internally we are a professional organization. When I had my initial brief from each office, I made it a point to visit the work areas and let me say that I was impressed with the professional atmosphere and climate that I found. This attitude is reflected to the outside as top-shelf performance and service.

The briefings identified expertise and resources available within the command, which can serve as key providers for future Army requirements. The Army redesign underway is looking for efficiencies in systemic management practices. There are business processes ongoing within this workplace that can serve as a model for the Army to review.

We must be vigilant in showing the Army community that AR-PERSCOM and its

employees are No. 1 in customer service in military human-resource management.

The briefings along with customer comments from my many visits outside this command helped to shape my view of the organization and have essentially driven my thoughts and vision for the command.

As I travel, I hear accolades on the cus-

tomers service and the innovative spirit of the organization. Just to illustrate this point, I was at the Senior Officer's Legal Orientation Course, and one of the guest speakers was the commander of the National Ground Intelligence Center. One of his comments described the great job the Reserve soldiers were doing. It turns out he has 10 MI detachments and a number of IMA soldiers currently serving the command.

I visited NGIC and talked to the mobilized soldiers, and their first comments were; "I love the 2xCitizen web site," and "The customer service at AR-PERSCOM is excellent."

I've been out on a lot of travel, and the good news is that our image is good but the customer always wants more face-to-face dialogue with the commander. Therefore, I plan to continue our partnership visits with the other Army commands; and I plan to get the Command Team out to see their counterparts.

So, as a command, we are in very good shape, but I remind everyone that customer contact is the key to the success of this organization and the base by which people will perceive our effectiveness.

Don't look over your shoulder in fear, rather with fierce pride knowing you are the best. As a customer service organiza-

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“We must remember that the command’s reputation is everyone’s responsibility. One person’s bad attitude or lack of service can affect how entire units may view our organization.”

SERGEANTS BUSINESS



Sgt. Maj. Traci Bell

NCOES instills values, leadership, core competencies in our soldiers

The Non-commissioned Officer Education System, or NCOES, is the tool responsible in helping to develop and shape the Army's most diversified and utilized asset, the noncommissioned officer.

A good NCO today is better educated, more physically fit, highly regarded and heavily depended upon by junior soldiers and officers alike. The bases of this solid soldier can be traced back through NCOES where the refining of a novice soldier begins.

NCOs, as you read, let your mind drift and reminisce on your experiences as you made your way through each level of training, if you are an old soldier. If you are young, look forward with excitement and anticipation as you wait for the training you are yet to encounter. If you are an officer, be awed by the system that helps to develop the soldier you so heavily rely on to train the troops and conduct the day-to-day business of the unit, the non-commissioned officer, the backbone of the Army.

Franklin Field once said, "Few people are born leader. Leadership is achieved by ability, alertness, experience and keeping posted; by willingness to accept responsibility; a knack of getting along with people; an open mind; and a head that stays clear under stress."

NCOES is an integrated system of training at four levels, primary, basic, advanced and senior, designed to develop leaders and military occupational skills.

Training begins with Primary Leadership

Development, PLDC. This course is four weeks in length and non-MOS specific. It focuses on teaching prospective and newly promoted Sergeants in basic leadership skills, NCO duties, responsibilities, and authority. Soldiers are exposed to environments that produce hands on, performance oriented training designed to evaluate leadership potential and the ability to lead in a tactical environment by applying the lessons learned. The intent of the course is to graduate and return to the unit a junior leader who is a battle competent soldier, qualified and eager to train and lead a team, section or squad.

Promotion to staff sergeant prompts attendance at the next level of NCOES, Basic Noncommissioned Officers Course, BNCOC. Through Common Core instruction, BNCOC continues to emphasize NCO skills, duties, responsibilities, authority and how to conduct performance-oriented training in the first several weeks of training. It is also the first level of training where a sergeant's MOS is further enhanced during a phase two training period. In other words BNCOC is MOS specific. Course lengths vary and can be anywhere from two weeks to nineteen weeks in duration.

Ahh – promotion selection to Sergeant First Class – recognition as a senior NCO and scheduled attendance at the Advanced Noncommissioned Officer's Course, ANCOC. Here soldiers continue their education through Common Leader training where NCO duties, responsibilities, and

how to conduct performance oriented training are emphasized in the first several weeks. ANCOC, like BNCOC, is MOS specific during the second phase of training and course lengths vary in duration. The intention of the academy is to return to the unit a senior noncommissioned officer who is qualified as platoon sergeant or section chief and competent in the art of counseling, evaluating and teaching.

The U.S. Army Sergeants Major Academy is the culmination of the NCOES. Soldiers can attend training in two different ways: as a participant in the nine month resident training conducted at Ft Bliss, TX or through correspondent course studies. The correspondent course is seven phases with the final phase being a two-week resident course of study. It must be completed within two years.

NCOES has evolved over the years. One of the more recent changes links a soldier's promotion with successful completion of PLDC, BNCOC, ANCOC or the SMC. It also enables a soldier to be considered for the next higher grade. For these very reasons NCOES must be taken seriously by both the soldier and the unit. Soldiers should remain ready to attend necessary training at a moments notice and commands should not only encourage the individual to complete the training, but should scrutinize reasons why soldiers are requesting deferments to schedule training. Remember, a technically, tactically proficient NCO is the nucleus of a well-organized unit.

FROM THE HHC COMMANDER

'No more Task Force Smiths'

Army responds better after '90s drawdown than it did after WWII



Maj. Hal Abbenhaus

“Post-World War II is an excellent example of our zeal to escape the clutches of war and get on with our lives.”

“No more Task Force Smiths.” Gen. Gordon R. Sullivan, former Army chief of staff, used these words when describing his vision of drawing down the Army after Operation Desert Storm.

Task Force Smith was a battalion-sized task force called upon from troops stationed in Japan to quell the invading North Korean hordes in June of 1950. They did not fare well, but 52 years later, their legacy continues to be a valuable lesson learned.

I read about our active and reserve troops providing homeland defense and serving overseas, hear our national command authority galvanizing a nation, and I think of Sullivan and the others who used his rallying cry to enable positive change to the military in the past decade. How the U.S military has been able to react to events since September 2001 is a far cry from our reaction in June 1950.

On the morning of July 1, 1950, Lt. Col. Charles B. Smith, commanding 1st Battalion, 21st Infantry, reported to the 24th Infantry Division commander, Maj. Gen. William F. Dean, at Itazuke Air Base, Japan. Smith had with him an undersized battalion of about 440 soldiers and officers. Most were around 20 years of age, many of the senior sergeants had seen combat in the latter stages of WWII, but the whole of the battalion was undertrained.

Dean's directives to Smith were vague, basically telling him to head for the South Korean city of Taejon, stop the North Koreans as far from Pusan as possible and

block the main road as far north as possible. Each man of TF Smith was equipped with 120 rounds of .30-caliber rifle ammunition and two days of C-Rations. The Task Force also had two 75 mm recoilless guns, two 4.2 inch mortars and some 2.36 inch bazookas.

When TF Smith reached Pusan they were joined by a battery and a half of 105mm howitzers. This composite force from the 52nd Field Artillery Battalion had reached Pusan by boat. They brought 2,000 high-explosive rounds, which were no good against tanks, and had only six rounds of high-explosive antitank, or HEAT, ammunition available.

Smith placed his troops on both sides of a road in over-watch positions. The artillery guns were located 2,000 yards to their rear. The prevailing attitude of the U.S. soldiers was that once the North Koreans saw whom they were facing they would turn around and head back to the border. The Korean tanks did not stop.

Smith initially used the howitzers to blast the tanks and eventually stopped seven. The rest of the tanks tore through the defenses, past the artillery positions and on to Osan.

Task Force soldiers quickly ran out of ammunition, those not killed or wounded, panicked and fled. Some of the leaders tried to stop the tanks and ensuing infantry but did not have the firepower to do so. They couldn't communicate with each other be-

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KEEPING THE FAITH



Chaplain (Col.) James Welch

‘Keep your eagle eye on the prize, friends’

In March issue of the Hub, I introduced the bald eagle as the basis for discussion.

I mentioned that the eagle is a worthy example for further study and discussion of any person who wants to grow, succeed and have a mature life of commitments because it is known for its strength, power, courage, beauty and excellence.

A thought I asked you to ponder was:

People who feel good about themselves produce positive results.

The next thought I would like for you to consider is this:

We as humans do not seem to know where we came from, where we are going or who we are.

A number of years ago, I was with a friend of mine who worked for the state of Texas as a wildlife naturalist. We were out in the hill country of Texas observing a nesting area of some bald eagles that my friend had located. While sitting patiently in a thicket of trees to observe the nest, I asked him, “Are eagles evangelistic?”

My friend, who is also a dedicated layperson of the church, did not take long to respond to my question. “No, because eagles are eagles: They do not pretend to be something they are not. They are what God created them to be; they are not searching for their identity.”

You see, we humans are guilty of chasing after fads and of adopting secular and/or humanistic answers to ultimate questions, and we appear to be unwilling to listen, to hear or to heed spiritual answers or to follow the direction that is laid out before us in our journey.

When God created us, there was built into each of his children a sense of freedom. But we have decided to use that freedom to rebel, reject and reconfigure our futures. God has blessed us with creative possibility, but many of us choose to use all of our possibilities to enhance and glorify the self.

Eagles are eagles! They don’t worry about figuring out what they are or what their purpose in life is all about! But we, the humans, are no less than children of God!

We forget that God is the creator.

We ignore the fact that God is the giver and sustainer of life.

We trample on the truth that God — and God alone — is the source of our strength and power.

We think we are in charge.

We believe that we are the captains of our own ships. We rationalize that we can work out our own salvation, that sin is relative and that forgiveness is for bad and wicked people.

Eagles are free to soar, to overcome and to take in all of God’s creation. We can be free to be people, free to soar, to overcome, to take in all of God’s blessings — but in order to gain that life of freedom we must:

✚ step back, look up and acknowledge that we are not in charge of this universe;

✚ kneel down and confess that we are guilty of sin, rebellion and playing God;

✚ reach out and offer to take God’s hand and walk his walk, not create our own raceway;

✚ stretch out our arms and take in all those we’ve rejected or cast away; and

✚ stand tall and straight, and announce to all who will listen that there is one who gets all your attention.

Then you will be a man, a woman, a child of God.

Then you will be a person.

Then you will soar with eagles.

Reflect on these words:

“He lives in the sky

far above us

The Eagle

Looks good there

has a good grip on his world.”

Cora Native American song, “The Eagle Above Us”
(Translator, Anselm Hollo)

VIEWPOINT

COMMANDER'S CALL PERSONAL PHILOSOPHY

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tion, we must remember that the command's reputation is everyone's responsibility. One person's bad attitude or lack of service can affect how entire units may view our organization.

Enough on that subject; now let me share my command philosophy. First, I believe that any good Army leader must internalize and live the seven Army Values: loyalty, duty, respect, selfless service, honor, integrity and personal courage. I was fortunate to grow up in a family environment where these same values were taught. A leader can't just "talk the talk;" he must "walk the walk." He must set the example and strive for excellence in every facet of his life. This is what I live by, and this is what I will challenge you to do, too.

You do not have to — and will not — impress me with color slides, smoke and a three-ring circus. I am driven by and make decisions based on facts so don't try to read something into my expression or lack thereof, folks. My decisions are not based on my facial expression but rather on the facts as presented to me.

This leads to my second point. While my door is open to help you determine a course of action, don't come to discuss the details of an issue. That's your job as a staff representative. I am the commander, not a staff officer. Do your homework and come to me when you are ready for a decision. When you come to my office, our meeting will be the most productive if you give me the crux of the issue and your solution set. I, in turn, will weigh the facts and resolve the issue based on what is in the best command interest, not an individual basis.

Finally, since I am fact-driven, I want everyone to know that I have asked the Command Inspector General to conduct sensing sessions within the command to develop a climate assessment for me. I want to stress that this is not a negative action. A climate assessment is a valuable tool for an incoming commander as it gives an overall picture of what's working, what's not and where the "hot spots" may be. I have asked the IG to develop the climate assessment to help me in developing a policy for AR-PERSCOM.

While I'm not sure I like the weather in St. Louis, I can tell you I like what I see in this command. I am confident that this organization has the right people willing to do the right thing for the good of the Army.

I ask each of you to continue to work individually to maintain the high standards and reputation that we have, and I will work to keep this command and the St. Louis area on the radar screen in Washington at the Department of Army and Department of Defense.

As commander of the Army Reserve Personnel Command, I couldn't ask for anything more.

FROM THE HHC COMMANDER 'NO MORE TASK FORCE SMITHS'

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cause the radios didn't work. The end result was over 200 casualties and complete demoralization. The war would become protracted and bloody, leading to an uneasy armistice now in its 49th year of existence.

An Army's primary mission is to win a war or to deter war through a posture of preparedness. The Army of Occupation in Japan had obviously lost sight of their mission. There were four divisions assigned throughout Japan in 1950. Very little training was conducted, soldiers spent their work time occupying and administering Japan. To make matters worse, all of the units in Japan were under 70 percent strength. No division had its proper wartime quota of weapons and equipment, and what equipment they had was World War II vintage and worn. They were not, in any way, combat-ready.

The Air Forces in Japan, though not as bad off as the Army, were also in poor combat shape. They could not provide aerial support in any detail for Task Force Smith nor could the Navy ferry reinforcements fast enough.

The primary focus of the post World War II years was to downsize after the war, then to thwart communist aggression, primarily at the hands of the Soviet Union. The occupation of Japan was a secondary mission and the 38th parallel had only minor significance to Americans. It is apparent what Sullivan meant when he stated "no more Task Force Smiths." He did not mean to denigrate the bravery of the soldiers who fought during that initial battle. In fact, Smith fought and led valiantly throughout the Korean conflict, and retired a brigadier general. Sullivan meant the overall disarray of the theater forces, and our national policy, which led to Task Force Smith's demise.

The United States has a dreadful history of drawing down military forces. Post World War II is an excellent example of our zeal to escape the clutches of war and get on with our lives; the Army of Occupation in Japan was the result. It is interesting to note that the same number of active Army divisions exist today as did in 1950. Our current divisions, however, are manned to a high level and are arguably trained as well as any of our armies ever have been. Our Army Reserve is possibly in the best shape it has ever been, and our reservists are more capable than ever.

The world today, though minus the foreboding presence of another superpower, is just as dangerous. This means that we cannot afford to allow our soldiers and units to decrease their operational and training tempo. It also means that we must plan for contingencies running the operational spectrum, from general war to shows of force to disaster-relief operations.

Change is inevitable because of varying factors. The way change is enacted is key. In our history we have seen change done the wrong way and the right.

Incoming commander once served as ARPERCEN directorate head

Col. Elton C. Bruce assumed duties as commander of the U.S. Army Reserve Personnel Command March 18.

He came to AR-PERSCOM from his assignment as the U.S. Army Reserve Command deputy chief of staff for personnel, or DCSPER. (To read more about the change-of-command ceremony, see page 21.)

As the new commander looked over the crowd, he said he was grateful to see so many friends and colleagues. Bruce returns to the organization after about six years.

His remarks referenced the idea that "United we stand, divided we fall." Created in Revolutionary times, the slogan has been a rallying point for Americans since the Sept. 11 disasters.

"Divided, we invite chaos to join our ranks, which will lead to destruction," he said.

Bruce's intention to keep AR-PERSCOM united as an organization was evidenced by his reference to the military credo, "Leave no man behind."

Bruce initially entered military service in July 1974 at Fort Benjamin Harrison, Ind., where he attended the Adjutant General basic branch course. His first assignment was at Fort Meade, Md., where he held various positions to include Adjutant, U.S. Army Garrison and Personnel Staff Officer, Headquarters, Fort Meade.

While assigned to Fort Meade, he was selected as the acting commander of the 553rd Army Postal Unit that was sent to Fort Indiantown Gap, Pa., to support the re-settlement of the Vietnamese refugees.

In 1976, Bruce transferred to the United States Army Reserve and was assigned as executive officer of Company B, 2053rd U.S. Army Reception Station, Baltimore, Md.

Other reserve assignments include adjutant of the 2053rd Reception Station; commander of the 407th Personnel Service Company at Fort Meade, Md.; and Admin Officer, ODCSPER, 97th Army Reserve Command, Fort Meade, Md.



Col. Elton C. Bruce

Selected for the Active Guard Reserve, or AGR, program in 1986, Bruce was nominated and selected for assignment as an assistant professor of military science at Tuskegee University in Tuskegee, Ala.

Follow-on assignments included S-1, 164th Corps Support Group, Phoenix, Ariz.; the U.S. Army Reserve Personnel Center in St. Louis, where he held positions as the deputy division chief, Retirement Activities Division, and chief, Soldier Support Division; executive officer for the deputy commanding general of the U.S. Army Reserve Command, Fort McPherson, Ga., and chief of the Retention and Transition Division for the Office of the Chief, Army Reserve.

Bruce is a 1997 graduate of the Army War College.

His military awards include the Legion of Merit, Meritorious Service Medal with three Oak Leaf Clusters, Army Commendation Medal, Army Achievement Medal, Army Reserve Component Achievement Medal, Armed Forces Reserve Medal, Humanitarian Service Medal and the Army Reserve Components Overseas Training Ribbon.

Prior to entering the AGR Program, Bruce was a project manager for the City of Baltimore, Md.

In 1985, he was selected as one of the Outstanding Young Men of America.

Bruce is a native of Montgomery, Ala.

He received a bachelor of science in mathematics from Tuskegee Institute in Tuskegee, Ala., and a masters of business administration degree from Morgan State University in Baltimore, Md.

Soldier honored for academic excellence at AMSC

An OPMD career manager was named top student April 5 at the Sustaining Base Leadership and Management Program at Army Management Staff College at Fort Belvoir, Va., by AUSA.

Maj. Karen Cottone is assigned to the U.S. Army Reserve Personnel Command as an officer career manager in the Officer Personnel Management Directorate.

A native of Brooklyn, N.Y., Cottone worked diligently to attain this honor and fully deserved the award, according to Ned Reader, one of Cottone's instructors.

The Association of the U.S. Army sponsors the award. It is the top overall performance award given by the college. Only one student per class may earn the award. The awardee best demonstrates:

- A balanced combination of academic excellence and leadership.
- Leadership of an activity that involves a significant portion of the class or even extends into a larger community.
- Overall excellent performance in the majority of activities joined.
- Ideally the nominee participated in the

Federal Managers Association Writing Contest.

The 12-week resident program provides graduate-level, executive training for skills and perspectives for leaders and managers who serve or will serve in the Army's sustaining base, according to the AMSC course catalogue. The course emphasizes functional areas, such as resource management, personnel, logistics, acquisition, installation management decision-making tools and practices, and thinking skills as they apply to problem solving.



THE GATEWAY

Information for the USAR Full-Time Support Community

A special pullout section of the Hub



AGR tours around the world

“Join the Army and see the world!” Every year more and more AGR positions are established in other countries as the Army Reserve strengthens the bonds with its active Army and joint forces counterparts in the combat support and combat service support core competencies.

In this issue of *The Gateway*, read about opportunities in Germany, Korea and Guam (at left), starting on page 12. If you are eligible for a permanent change of station in the next 12 months (four years’ time on station for officers, five for warrant officers and enlisted), drop your personnel manager a line (via e-mail) to say you would like to be considered for an overseas tour.

You and your family won’t regret it!



From the sergeant major

AGR Guide reincarnated on web

Sgt. Maj. M. Knepper

One of the dangers of becoming an old soldier is inflicting your reminiscences on others. Somehow I've gotten to be one of the old guys in the AGR program, having been in close to the start in November 1982. I think most of my peers from that time have moved on to other careers, retired or are seriously contemplating retirement. I mention this as a prelude to announcement of the return of an old friend in a new form.

Back in those days, there used to be something called the AGR Guide. It was a booklet that would fit in a hip pocket and provided advise on common practices and procedures in the AGR program. Those who remember it will agree that it was a highly useful, user-friendly sort of publication that enjoyed a lot of popularity for soldiers and leaders looking for answers.

It wasn't highly technical, and the explanations were brief with references pointing to the appropriate guidance for those who needed more than the short answer. Like all such publications, they tend to become outdated because procedures change, and publication is expensive. My predecessor, Sgt. Maj. Terry Marmaduke, spent a lot of time reworking the old workhorse but ran out of time to bring it out before he retired.

I'm pleased to announce that all the articles that he worked so hard have been proofed and staffed, and we are finally ready to bring out the guide again. The exciting part is that we are going to bring it out in a new way, following the chief of staff of the Army's and the CAR's guidance to webify everything we can.

The beauty part is that we are going to put it on the AGR portion of the 2xCitizen web site in the form of an online help file. You will be able to jump from the table of contents to articles. You will be able to search for whatever words you want. Certain key words will jump to glossary definitions. You won't be able to put it in your

pocket, but it will only be as far as your desktop. I anticipate that it will be available June 1.

Here comes the reminiscing I tried to warn you about. I recall way back to my days on the PSS Team at Fort Devens, Mass., when we first received training to use computers. I remember having to learn about things like cursors, keyboards, video terminals (all those things we take for granted). Of course, there was only one terminal in the office. You had to go across post and beg to use the Wang for some word pro-

cessing (well, you wouldn't actually be allowed to use the machine yourself).

Some smart people told me that someday everyone would have access to a "personal computer" right in the office. Not being a person of great vision, I was not impressed, and remember thinking, "What good would it be to me? SIDPERS print outs and card boxes for suspense work just fine." Well, I've learned.

Fortunately, I was provided equipment to work on and time to make it work and as the years and the assignments went by, I found there were bunches of uses for PCs. Then the Internet happened, followed by the World Wide Web. Again I thought, "Well, that's nice, but I don't see it being much help to me." Was I wrong!

I suppose I shouldn't be sharing this lack of vision thing, but I try to overcome it by being flexible and willing to learn, even at the advanced age of 52. The web is allowing us to provide so much information to individuals about their records here at AR-PERSCOM and about the AGR program that it is truly amazing.

So once again, I urge you to take advantage of all the information. Get that AKO account and look around in our web site. You will be amazed at all the things you can do. Check retirement points, calculate what a retirement might be worth, view and print every document in your official file. It just goes on and on. The amount of information about promotion provided the Office of Reserve Promotion is wonderful now, and it will be better in the future. And if you haven't gotten your E/MSS access so you can check your finance records, you need to get on board with that, too (<https://emss.dfas.mil/emss.htm>).

Remember, even someone who couldn't see the advantages of every new technology for the last 20 years can still get on board and take advantage of what those wizards with vision have provided.

**The old
AGR Guide
will be on the
AGR portion
of the
2xCitizen web site
in the form of an
online help file.**

From the eagle's nest



Col. Barry Gallagher

Director updates you on programs

Let me provide you with an update on several of the personnel management issues and initiatives that we are working on in the Full Time Support Management Directorate here at the U.S. Army Reserve Personnel Command, or AR-PERSCOM. These topics affect us every day as we strive to manage the Active Guard Reserve program within the policy and budgetary guidelines that drive the U.S. Army Reserve.

AGR Soldier's Guide. The long-awaited update of the informative "hip pocket" guide for AGR soldiers is nearing completion. The new version will be "electronic" which means we will be able to provide timely updates without doing time consuming re-writes and paying expensive printing costs. This is an excellent reference that should be the first place you go when you have a question about the AGR program.

AKO address – your link to the future. The chief of the Army Reserve, Lt. Gen. Thomas J. Plewes, directed that all USAR soldiers acquire an Army Knowledge Online, or AKO, address by Oct. 1, 2001. Starting April 15, all AGR soldiers will be required to have an AKO address in order to communicate with their PMO and or FTSMMD. If you don't have an AKO account, I strongly recommend that you get one as soon as possible. The first step is logging onto AKO at www.us.army.mil You can also gain access through the Army web site, www.army.mil

Current operations. Over 100 AGR soldiers are currently mobilized with their units in Operations Noble Eagle and Enduring Freedom. The importance of having your personal affairs in order cannot be overstated. It is imperative that you have a current Record of Emergency Data form (DD Form 93-E dated April 1, 1996) and a Servicemembers Group Life Insurance Election and Certificate (SGLV-8286 dated April 1997).

Since Sept. 11, we have had difficulty assisting the families of two AGR soldiers who died on active duty without having these documents properly updated and on file in our Records Section. The most important thing that you can do to prepare for any possible mobilization is to ensure that your personal readiness forms are up-to-date and on file in FTSMMD.

Direct commissions for AGR enlisted soldiers. Enlisted soldiers who want to serve in the AGR program as commissioned officers will now have a greater opportunity to achieve this goal. In October 2002, a panel will convene to review the records of AGR enlisted soldiers who wish to compete for a limited number of AGR lieutenant positions in the following basic branches: adjutant general (AG), aviation (AV), chemical (CM), engineer (EN), ordnance (OD), and transportation (TC). *For more information on how to apply for this process, go to page 19 of The Gateway.*

End-strength. The AGR end-strength objective for fiscal year 2002 is 13,406 soldiers by Sept. 30. We are currently at 13,113 and will keep our numbers on the conservative side until mid-July when we start to aggressively increase our accessions. Currently, the only soldiers that we plan to access in the next few months are recruiters, a few retention NCOs and soldiers required to support current operations.

Permanent change of station policy. Personnel managers at FTSMMD continue to use the policies established by Plewes in January 2001 to justify all PCS moves. The results of this policy are increased time on station, or TOS, numbers for all officers and enlisted soldiers. All cases seeking exceptions to the policy that requires commissioned officers to be on station for four years and enlisted soldiers and warrant officers for five years are looked at very carefully and must be fully supported by the chain of command.

Stop-loss program. Effective Jan. 5, AGR soldiers in selected branches and military occupational specialties, or MOS, became subject to Department of the Army stop-loss guidance designed to limit the loss of soldiers with specialized skills who are required to support current operations.

Enlisted soldiers in the following MOS are affected by current Stop Loss guidance (18B, 18C, 18D, 18E, 18F, 18Z, 37F, 38A, 67U, 92M, and 00Z (CMF 18 background).

Commissioned officers with specialty 18, 38 or 39 (not including those who are not in the operations career field) are also affected by this message.

In addition, warrant officers with specialty 180A, aviation warrant officers with specialties 152C, 153D, 153E, 154C, and 154E also fall under this program as well as warrant officers with additional skill identifiers of K4, K5, or K6.

For more detailed information about the provisions of the stop-loss program, consult your personnel experts and your chain of command.

Training dollars. Training dollars are underfunded for FY 02, which means that FTSMMD personnel managers must continue to do more with less. All training requirements will be carefully scrutinized so that we meet the highest priority training needs of the USAR.

When you are fortunate enough to be selected for training, it is important that you are physically and mentally ready to complete your training as ordered.

If you cannot meet your scheduled training date, you must coordinate with your chain of command and personnel manager so that arrangements can be made to adjust or cancel your seat and give it to another soldier.



Master Sgt. Don Howard takes a minute to record history. While exploring a World War II battlefield, he stumbled across this old mausoleum in the middle of the jungle. Guam is filled with unexpected pleasures.

‘Welcome to Paradise!’

by Master Sgt. Donald Howard

I stared intently out the window as the pilot announced our descent, hoping to catch a glimpse of my new home. It was just past midnight, local time, and I could not see a single light in the blackness, not even a reflection on the water of the ocean I knew was below.

“What am I getting myself into? Just how small is this island?” These and other questions ran through my mind, as I still could not spot any light. Finally, the jet started to bank as it turned and the first lights from below came into view. Just a scattered few at first, but then more and more as we approached the runway. As we touched down, the pilot announced, “Welcome to paradise, Guam, U.S.A.!”

As with any PCS, one of the first things I wanted to learn about was my unit. I was assigned to the HQ USAR Marianas. (Guam is one of several in the chain of islands known as the Marianas Islands.) Three diverse companies reported to this headquarters — an infantry company (Company E of the 442nd Infantry, one of the few remaining infantry companies in the Army Reserve), which includes a platoon on the neighboring island of Saipan, an engineer company, and a company of military police. During my two-year assignment, we stood down HQ USAR Marianas and, in its place, stood up the 1101st Garrison Support Unit — Guam Detachment.

One of the more enjoyable facets of working with these units was the high operations tempo in the Pacific Theatre. While train-

ing is important in any unit, in the space of two years we supported two “real-world” missions. The first, Operation Pacific Haven, involved our own 368th MP Company providing security for the Kurdish refugees that fled Iraq. The second, Operation Paka, saw our engineers (Co C, 411th Eng Bn) heavily involved in the cleanup operations from Typhoon Paka, which happened to break the world record for strongest recorded winds while I was there. (Typhoons are one of the few drawbacks to living on a tropical island in the Pacific.)

But perhaps the best part of working with these units was the soldiers. Many other overseas assignments involve working with soldiers much like yourself — someone from CONUS who happens to be working overseas. Working with Army Reserve units on Guam, however, involved getting to know soldiers who were born and raised there — in other words, Guamanians! (The term “Guamanian” is fairly recent. The local islanders call themselves “Chamorro” and are of Micronesian descent.) It was the quickest way to learn about the people who live there and their customs.

Once I got used to everyone having the same last name (or so it seemed at the time as I found myself asking, “How many Capt. Leon Guerreros do we have in this unit?”), I began getting to know my soldiers as individuals. I was invited into their homes and met their families. It was a wonderful experience. The Chamorro people are widely known for their hospitality. And not just our citizen soldiers. It was not unusual to be walking along

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7th ARCOM takes you to Germany and beyond

by Lt. Col. Burt Masters

An AGR assignment in Germany or Italy with the 7th U.S. Army Reserve Command, or in related Active Component organizations throughout the European Theater, affords AGR soldiers and their families a unique, once in a lifetime experience.

Or, if you have served here before, it will be interesting to see how things have changed, as the European Theater has significantly transformed since the fall of the Berlin Wall in 1989.

Serving your nation in an overseas environment, and representing the best of America to other nations, is an honor and privilege, as well as a personally and professionally rewarding experience. In Europe, you will be serving alongside your AC counterparts as respected partners; conducting meaningful real-world missions, as part of the U.S. Army Europe (USAREUR) and U.S. European Command team.

“There is nowhere in our Army where AC-RC partnership and integration is closer than in USAREUR,” 7th ARCOM commander Brig. Gen. Paul D. Patrick said.

With the downsizing and restructuring of the Army in Europe near completion, AGR soldiers and families coming here will be stationed in end-state communities, where large amounts of resources continue to be invested in major quality of life improvements, such as in military support facilities, including family and single soldier housing, schools, post exchanges and commissaries, and child care centers.

Soldiers may live on post or on the economy, depending on location and housing availability. However, wherever you live, assignment in Europe gives AGR soldiers the best of both worlds — with full access to U.S. facilities — as well as the flavor of the European experience.

European service gives AGRs and their families the chance to travel and see Eu-



Photo by Andrea Wales

Part of the beauty of an overseas tour is being able to experience local architecture and culture firsthand. Heidelberg and its castle are just the beginning. Visit the castle's apothecary museum and walk the romantic castle grounds. Heidelberg castle is also the stage for the English-language play “The Student Prince.”

rope firsthand, learn a foreign language, sample the local beverages and cuisine, and meet new people. Exposure to other nations and cultures not only broadens the perspective and knowledge of AGRs, but their family members as well.

AGRs may also advance their military education in-theater by attending professional development schools offered by the 7th ARCOM's 3747th U.S. Army Training Brigade Europe; offering CAS3 and Command and General Staff College, or CGSC, courses for officers, and PLDC, and common core BNCOC and ANCOG for enlisted.

For those with school age children, the Department of Defense Dependents Schools System, or DODDS, affords a high-quality education, with host-nation languages taught as part of the regular school curriculum. Students from DODDS-Europe

schools consistently score higher in national achievement tests than their state-side counterparts. So, by serving your nation in Europe, you are also advancing your family members' growth and development.

Give the European experience a try.

Contact your career manager about an overseas tour. For additional information about AGR service in Europe, visit the following web sites: 7th ARCOM at www.7arcom.army.mil and USAREUR at www.hqusareur.army.mil

Lt. Col. Burt Masters is the public affairs officer with the 7th ARmy Reserve Command, or ARCOM, in Schwetzingen, Germany. Masters is scheduled to become the U.S. Army Reserve Personnel Command's chief of public affairs in October.

Korea: Land of the Morning Calm



story by Master Sgt. Judith M. Harford
photo by Master Sgt. Don Howard

Sitting on your desk when you return from lunch is the long-awaited or maybe dreaded phone call from your personnel management officer: They have a tour for you in of all places KOREA. You knew that sooner or later you would have to move, but why KOREA of all places. Your friends, your family, and even you can think of a thousand reasons NOT to go to Korea.

Many questions come to mind, most dealing with how can you get out of going to Korea. Consider this question, "Why would you want to get out of going to Korea?" You might not be sure what to expect, you might be apprehensive, but you are sure to be pleasantly surprised and glad that you accepted the assignment.

People are often surprised to find that there are Active Guard Reserve soldiers in Korea. They say, "Korea? We don't have reserve units in Korea. Why do we have AGRs there?"

Contrary to popular belief, there are three TPUs in Korea, all direct-reporting to 8th U.S. Army. They do not report to a regional support command, or RSC, or to the United States Army Reserve Command (USARC). Each of the troop program units, or TPUs, are manned by two unit administrators (UAs) and located across the peninsula.

There are six forward cells, all with AGR liaison officer, or LNOs, for units home based in the United States, 181 Individual Mobilization Augmentee (IMA) positions, an ARE (Army Reserve Element of a Joint Reserve Unit (JRU)) and an Reinforcement Training Unit (RTU).

Members of the Army Reserve and National Guard are constantly being asked for to perform Temporary Tour of Active Duty – Reserve Component (TTAD-RC), Active Duty Tour (ADT) and Temporary Tour of Active Duty – Active Component (TTAD-AC) tours, many filled by soldiers from the continental United States, or CONUS.

There are three major exercises and numerous live missions, bringing another couple of thousand reservists and National

Guardsmen to the peninsula annually. Multi-compo has come to Korea imbedding the USAR deeply into the daily operations of U.S. Forces in Korea. So, yes, there is a reserve presence in Korea, a much-needed and appreciated one.

All together there are 39 AGR positions in Korea. Positions range from working as an LNO, to adviser, to a member of one of the command and staff positions, to Commander of a team. You could find yourself working with the Joint Staff (U.S. Forces Korea (USFK) a multi-service staff), Combined Staff (Republic of Korea, United Nations (UN) and US Military), the Army Staff (8th US Army), or a specific unit that has a CONUS base (19th Theater Support Command (TSC), 311th Signal Command (SC), Special Operations Command – Korea (SOCKOR), USFK Augmentation, 8th Army Augmentation, 322nd Civil Affairs (CA) or the 412th Engineer Command (ENGR). Most of the tours are one-year and non-command sponsored, unaccompanied (no family). Nine positions are enlisted (Staff Sergeant to Sergeant Major); leaving 30 positions officer (Captain to Colonel).

Why should you accept a tour in Korea if offered? Let me give you 20 "What's in it for me?" reasons to request assignment to Korea:

1. The tour is guaranteed to be for only 12 months – not the five-year stabilization that CONUS based positions are (unless command sponsored or in a key billet, then they are 24 months).

2. Holidays – you get American holidays with training holidays (four-day weekends) plus five Korean holidays.

3. Mid-tour leave – you can receive a midtour leave of up to 30 days to return to CONUS to visit family and friends (this is chargeable).

4. Consecutive Overseas Tour Leave (COT) or IPCOT (In Place Consecutive Overseas Tour). This chargeable leave is authorized for extending in an overseas assignment. The benefit is that the U.S. military picks up the cost of the plane ticket to CONUS. AR 614-30 gives the guidelines.

5. Overseas Tour Extension Incentive Program (OTEIP) authorized for enlisted personnel only in selected MOS's and grades. This program (AR 614-30) is re-validated and revised annually. Four options are currently available.

A. Option A – 30 days non-chargeable leave

B. Option B – 15 days non-chargeable leave plus an airline ticket to the first port in CONUS.

C. Option C - \$80 a month extra for the remainder of your extension.

D. Option D - \$2,000 cash (taxes withheld).

6. Financial benefits – yes, there are many, especially if you are in Korea on an unaccompanied tour. Your local finance office can advise you on what you qualify for.

A. Overseas Housing Allowance (OHA) – this is to off set your cost of living in off-post housing. You are reimbursed; dollar for dollar the cost of living off post in approved housing. The dollar amount varies; the maximum reimbursement is based on rank and authorized pyong (square feet). An approved lease is required.

B. Family Separation Allowance (FSA) – this is to off set your separation from your legal dependents. \$150.00 a month.

C. Variable Housing Allowance (VHA) – the amount varies on the location of your dependents. You are reimbursed monthly for the housing cost of your dependents (just as if you are with them CONUS).

D. Special Pay – this varies from \$50 to \$150 depending on your location in Korea.

7. 10 days at the Dragon Hill Inn, Yongsan or an equivalent Seoul hotel during in-processing (\$210 a day value).

8. Five days at the Dragon Hill Inn, Yongsan or an equivalent Seoul hotel (\$210 a day value) during out-processing.

9. Issuance of all field equipment, to include Goretex winter gear and rain gear.

10. Storage of household goods (minus 500 pounds – which you will ship to Ko-

rea), or movement to a location of your choice.

11. Some of the best shopping you will ever experience at great prices.

12. Custom tailor shops at an affordable price (\$150 and up for a three-piece suit).

13. No long commutes (with the expense) to work.

14. A chance to learn firsthand, the culture and history of a proud people.

15. An opportunity to learn free: Hangul, Tae Kwon Do, and Korean cooking.

16. Continuing your civilian education, either on line or at resident classes at one of three US colleges.

17. Space A travel, to Japan, Guam, Philippines, Thailand, Vietnam and many other exotic locations in the Orient.

18. USO tours within Korea and to neighboring countries. You could visit the Great Wall of China at fantastic discount prices.

19. Free first run movies at the AAFES

movie theater.

20. And last but not least, the most important reason – one of the most rewarding experiences of working side by side with joint and combined military forces to keep a country free.

There are no guarantees in the AGR program on your follow-on assignment. Why? Two main reasons. First, the AGR force is not as large as the active force. Second, positions for AGR MOS's and senior ranks are not as pervasive as they could be, limiting follow-on assignment choices. FTSMDS will get you as close as possible to your desired follow-on assignment, six months before your date of estimated return from overseas, or DEROS. FTSMDS is capable of identifying your follow-on assignment in some cases at the time of your assignment to Korea, but keep in mind that your selection for promotion or further schooling, and the needs of the force to fill

Priority 1 positions is foremost in your manager's decision-making process and could change issued orders.

The key to surviving, enjoying and learning in Korea is to remember, "I am the visitor." This is not the United States of America, but the Republic of Korea.

Visit the 8th PERSCOM web site at <http://www-8perscom.korea.army.mil/> to learn more about a future assignment in Korea.

If you are due for rotation and interested in joining those who have served their country in Korea, take a look at AR 614-30 Table 3-1 to see if you qualify for an overseas tour. If you qualify and are interested, contact your PMO/PMNCO at the Full Time Management Support Directorate under the U.S. Army Reserve Personnel Command, or AR-PERSCOM. They have available a "frequently asked questions" handout that should alleviate some of your concerns about an assignment to Korea.

GUAM

'WELCOME TO PARADISE'

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the beach and be invited by total strangers to join their barbecue. The height of hospitality is at fiesta time! Each month, a different village would honor their patron saint with a fiesta! The fiesta combines religious traditions, feasting and even carnival-like entertainment.

The island is beautiful beyond description. Secluded beaches, waterfalls, jungle rivers, palm trees and the most vivid rainbows you could imagine. (It is quite normal to see several rainbows each week.) It rains nearly every day, but mostly in the early morning while you're sleeping. This keeps the vegetation lush and green. During the rainy season, however, it will rain long and hard any time of the day or night. The temperature is a comfortable 75 to 85 degrees year round (and there's a cool ocean breeze).

If you enjoy the ocean, Guam truly is paradise. You can learn to scuba dive while you are there. But it is also great for deep sea fishing, sailing, snorkeling, jet-skiing or just relaxing, getting that tan on the beach. For military, the marina on the Navy base rents boats for very reasonable fees. Other rental equipment is available on base as well. The Navy and Air Force both maintain large bases on Guam. (Both of the Army Reserve Centers are actually located on Navy facilities.)

Another great aspect to an assignment on Guam is the opportunity for travel. Many distant lands from CONUS are "nearby" when you live on Guam. Anderson Air Force Base on Guam is a great source of space-available travel to many of them. You can make good use of your leave by going to Japan, Korea, the Philippines and many of the other Pacific Islands you may not have even heard of — Saipan, Rota, Tinian, Palau and Yap. And if you have to visit the 9th RSC, you'll be forced to make a number of trips to Hawaii as well.



Have fun in Puerto Rico!

Members of the 369th Combat Support Hospital roast a whole pig as part of the Christmas Family Day celebration at their Reserve Center in Puerto Rico, a self-governing commonwealth in union with the United States.

If your record's not right ...

You may find yourself in the 'Q' Zone

by Master Sgt. Michael D. Cole

The Active Guard Reserve Qualitative Management Program considers soldiers who are in their primary or secondary zone for promotion for continued AGR service.

There is also a "Q" zone during the board procedures that only reviews the file for QMP consideration and not promotion. This includes those soldiers who do not meet time-in-grade requirements for promotion to the next higher grade. Remember, even if you don't have an interest in being promoted to the next higher grade but still have an interest in remaining in the AGR program, the lack of documentation at the board's proceedings could have a negative impact on your career.

Soldiers must take a more proactive part in their promotion consideration files, or PCF, whether for promotion or QMP.

The president of the last AGR promotion board sums it up:

"The lack of preparedness, interest and responsiveness for one's individual packet, indicates that stagnation is very acceptable. Our frustration is attempting to evaluate the total non-commissioned officer, based on the knowledge that the individual is not reviewing, responding or providing the documents necessary for the board to evaluate the entire soldier."

Board members look at several major areas when considering a soldier for QMP, including military and civilian education, awards, temporary profiles on consecutive NCOERs without medical documentation, as well as those listed below:

NCOES: This is one of the most critical areas when it comes to being considered for QMP. The lack of documentation, missing DA Forms 1059, is a hot topic. If you have not taken an active role in making sure that your NCOES is documented in your records at FTSMD, then you are making a very serious mistake. If your promotion consideration file does not contain a DA Form 1059 either in hard copy or on your microfiche for your current grade, you will be moved from the "primary or secondary zone" to the "Q" Zone. In other words, you will not be considered for promotion, only for QMP. Lack of NCOES is one of the major areas that board members look at when considering whether or not to retain a soldier in the AGR program. Soldiers need to complete the appropriate NCOES for their grade. The only exception to this is if your date of rank is 920930 or earlier (AR 140-158, Chapter 8).

NCOERs: Lack of evaluation(s) in your record is also a major problem. If there are two or more missing evaluations in your record, the board may assume that there are problems. Right or wrong, there is no way for a board member to evaluate your performance during a period if the documentation is missing. The height/weight data is looked at very closely along with the APFT entry. If you are on temporary profile for consecutive rating periods and there is no supporting documentation concerning your current medical condition, this could be cause for concern to the board members. Make sure that you send up the medical documentation for your profile (DA Form 3349). If you do not meet the HT/WT tables in accordance with AR 600-9, it would not hurt to send in a copy of your DA Form 5500, body-fat computation worksheet so that the board member is assured of your fitness, but it's optional. Although not part of your OMPF, they can be included in your promotion consideration file when sent up with

a letter to the president of the board to help explain lack of APFTs on NCOERs and HT/WT data. This can greatly assist the board members when they are reviewing your file.

Lack of updated documents in record: Your file shows no updates to record in the last two to five years. This goes hand in hand with no updated evaluations in record. Soldiers need to take a more active role in updating their records with their FTSMD records clerks. Make sure that all your military education, civilian education, awards, badges, unit citations, letters of commendations are all on file and documented on your DA 2-1.

Official photos: "A picture is worth a thousand words." Do not write on your photos. Comments about missing awards or other problems with photo should not be addressed directly on the photo. Any comments about your photo should be addressed in your letter to the "president of the board." Make sure that your photo is current and that all your awards and decorations that are in the photo are annotated on your DA 2-1.

2-1 and 2A: These forms are not being reviewed and updated. Make sure that the information that is on your DA 2-1/2A is correct. If it is not, you need to send supporting documentation to your records clerk at FTSMD. Get with your local PSNCO or unit administrator and go over your information to verify that it is accurate and reflects your most current information.

Letters to the president of the board: This document is looked at closely and should point out areas that need special attention in your file, such as missing evaluations, upcoming NCOES, etc. *Note: The letter is not a place to tell everyone how great you are (that comes from the strength of your entire packet), but a tool to help fill in any holes that are in your record and point out anything that you feel needs special attention.*

Remember that if you cannot come and review your file personally you are encouraged to call to confirm the status of your file via your PMO or those at PERSCOM. Also be aware that PERSCOM staffers can accept information up to one day prior to the convening date of the board. Although you are encouraged to get squared away early, but it is understood that there are always exceptions. The following are some helpful links in finding information about updating your records, promotion board information, and Contacts. It is imperative that you have an AKO account so that you can access the 2xCitizen portal site so you can see the actual documents that are located on your OMPF through PERMS. These are the same documents that will be on your promotion microfiche that goes before the board. If a document is missing, use the records update website and follow the instructions on updating your record.

<https://www.2xcitizen.usar.army.mil/> (home page)

<https://www.2xcitizen.usar.army.mil/soldierservices/pb/agrelistedbdresults.asp> (AGR promotions)

<https://www.2xcitizen.usar.army.mil/soldierservices/pb/promotionsInformation.asp> (promotion info by SSN)

<https://www.2xcitizen.usar.army.mil/soldierservices/records/> (records update information)

<https://www.2xcitizen.usar.army.mil/contact/arpcar.asp> (FTSMD contacts)

<https://www.2xcitizen.usar.army.mil/portal/> (portal)

Here's how to estimate value of 1405 service

by Jeff McNeill

If, as an AGR soldier, you've wondered about retirement, you've probably wondered how to compute your total creditable service for retirement.

Every reservist earns points toward retirement. Points are also used to determine retired pay. Certain Reserve service, referred to as "1405 service", is used when calculating retired pay. 1405 service refers to Section 1405 of Title 10 and permits soldiers to receive credit for all or a portion of their inactive duty points, extension course points, and membership points earned after May 31, 1958.

The data on these points can be found in columns 5, 6 and 7 of your ARPC Form 249-2-E, Chronological Statement of Retirement Points. Effective Oct. 31, 2000, the maximum total inactive duty

points creditable for retirement can be no more than 90 points per year. Effective Sept. 23, 1996, the maximum total is no more than 75 points per year. Prior to that, the maximum was 60 points per year. There is no grandfathering of this change for prior years.

NOTE 1: In years when active duty (AD) was performed, the total allowable points (AD & all other) for that year is 365/366, or one point for every day of AD. In these years, the additional 60, 75 or 90 points (whichever is applicable) would not be counted as 1405 service.

NOTE 2: 1405 service for officers earned while in an enlisted status is creditable. Any 1405 service earned during a non-qualifying year also counts i.e. 15 points for membership only.

You may estimate your own 1405 service by constructing a worksheet using the sample work sheet provided in the chart.

Sample Computation of 1405 Service

Retirement Points Credited After May 31, 1958

From	To	Inactive Duty	Extension	Membership	Total Points	Creditable Points
900704	910703	48	7	15	70	60
910704	920703	52	8	15	75	60
920704	930703	48	0	15	63	60
930704	940703	28	0	15	43	43
940704	950703	48	0	15	63	60
950704	960703	51	6	15	72	60
960704	970703	46	4	15	65	65
970704	980703	52	4	15	71	71
Total						479

ACTIVE SERVICE

YEARS MONTHS DAYS

20 01 14

Total Creditable Points Earned after May 31, 1958

1 03 29 *

Total 1405 Service

21 05 13

* Using 30-day base convert 479 points to years/months/days

1. Begin by creating columns similar to those shown in the chart and listing your inactive duty, extension course and membership points (from columns 5, 6 and 7 of ARPC Form 249-2-E).

2. Next, add the total for each year from left to right and enter the result in the column titled "Total Points".

3. Then, list the points in the "Creditable Points" column.

NOTE: When listing these points, remember that total points (AD & all other) can not exceed 365/366 for any given retirement year.

4. Total the "Creditable Points" column down.

5. Divide the total "Creditable Points" by 30. This will configure the total "Creditable Points" into a years, months and days format.

6. Enter your total Active Service (years-months-days) and your total "Creditable Points" in the appropriate space (lower portion of chart).

7. Add the Active Service and the converted total "Creditable Points" together. Enter this figure on the line "Total 1405 Service". This is the service time used to estimate retirement pay.

Each full month of service that is in addition to the number of full years of AD service creditable is credited as 1/12 of a year, and any remaining fractional part of a month is disregarded. "Total 1405 Service" only comes into play when a soldier is retiring from military service. It cannot be used to claim sanctuary under the 18-year lock-in provision or to qualify for an AD retirement.

Jeff McNeill works for the Special Actions Branch.

2002 AFS extension board announced

The Chief, Army Reserve, will convene an Active Federal Service, or AFS, Extension Board for AGR officers in June 2002. The board will consider all officers who meet the following criteria:

- Must be lieutenant colonel, major or captain.
- Must have a Mandatory Removal Date of May 31, 2003, or later.
- Must have a Basic Active Service Date (BASD) between June 1, 1983, and May 31, 1984, **or**
- Your retirement or release from active duty date is prior to Sept. 1, 2003.
- Must not have been denied a previous request for AFS extension.
- Must not have more than 23 years' AFS on board convening date.

If you were considered for the 2001 AFS Extension Board, and were not selected for extension, you are not eligible for this board.

If you were in the zone for consideration on the 2001 board, but declined to submit, you may be considered this year.

The board will select officers for extension based on the projected needs of the Army Reserve by grade, MOS, AOC, and Functional Area.

Once an officer is selected for extension and the CAR approves the board's recommendation, their Mandatory Removal Date (MRD) will be changed to reflect the new date. Normally the extension will be granted for two years, however, shorter extensions may be granted for officers reaching their MRD. The CAR currently has the authority to approve AFS extensions up to 24 years.

Officers selected for extension may be considered for promotion and PDE boards, if otherwise eligible for consideration. Should an officer who has been selected decide to retire before their two year service obligation is complete, then they must submit their request through Full Time Support Management Division (FTMD) to Chief, Army Reserve.

Approval and disapproval will be considered on a case-by-case basis. Officers

should keep in mind that their request will be considered a "voluntary" retirement, vs. an "involuntary" retirement, which may result in retirement at the next lower grade if they do not fulfill the three year time-in-grade requirement.

A letter of instruction was to be sent to all eligible officers in March. Those officers requesting consideration are required to review their Official Military Personnel File (OMPF) on My 2xCitizen website and submit missing documents to the board. You must have an AKO account to access your records. Files on fiche will not be sent to the officers this year.

Additionally, they must submit an official Officer Records Brief (ORB), a signed copy of their Statement of Service Computation (DA Form 1506), and a recent (within 5 years) official photo in their current grade. Officers selected for extension may be subject to PCS based on the needs of the U.S. Army Reserve.

For more information concerning the AFS Extension Board, contact your PMO.

Go for the gold!

Direct commissioning better for AGR NCOs

Past practice in the AGR program left very little opportunity for NCOs who aspire to become officers to do so while maintaining continuity on active duty. That will soon change.

Currently, there are 21 first lieutenant Active Guard Reserve positions. Of those 21, approximately three-fourths of the positions will be earmarked for fill by those enlisted AGR soldiers who obtain a Direct Appointment in accordance with AR 135-100.

According to AR 140-30, Chapter 6-8.a., "AGR soldiers may not apply for Officer Candidate School (OCS) under AR 140-50, but may request appointment as commissioned or warrant officers under AR 135-100. Additionally, officers appointed into AMEDD must meet the provisions of AR 135-101." The regulation requires that "a vacancy must exist for the timeframe of commission or appointment" and "...must be in the proper AOC/MOS and grade." To ensure that the *right* soldier is selected for the *right* position, FTSMDD will convene a panel on an annual basis to determine who is best-qualified for the pre-selected positions.

The first panel will convene in October 2002 to fill positions that will vacate in the summer of 2003. If selected for the position, the application will be forwarded to PERSCOM, Appointment Directorate, St. Louis, Missouri. Obviously, being assigned to the

position for which a candidate is selected, is contingent upon final appointment. The applicant, once appointed, will begin their AGR tour as an officer upon commencement of their Officer Basic Course (OBC), which they will attend in route to their new assignment. The Lieutenant positions in the AGR program range in branch requirements, to include: Adjutant General (AG), Aviation (AV), Chemical (CM), Engineer (EN), Ordnance (OD), and Transportation (TC).

If you are interested in applying for a direct commission and meet the criteria IAW AR 135-100, you may request an AGR 1LT position by submitting a request through your PMNCO to Director, Full Time Support Management Division (AR) no later than 30 Sep 02. Your application for appointment must be accompanied by your complete (IAW AR 135-100, Chapter 2) appointment application. Your request must include whether or not you wish to be considered for an appointment in the reserves (TPU or IRR) if you are not selected to fill an AGR position. Should you elect to apply for an appointment in a reserve unit, as an alternative, you must include an acceptance letter from the unit commander.

To find out more, call Officer Operations, Full Time Support Management Division, at (314) 592-1234 Ext. 5171.

Here's how to reach the FTSMMD staff

FTSMMD uses an automated call processor telephone system. Dial any of the three phone numbers below, and the menu choices will direct you to the right office. If you know your party's four-digit extension, you may bypass the menus by pressing 1 after the tone, then dialing the four-digit extension. This will take you directly to your party. If you do not know the four-digit extension, the menu choices will direct you to the right office. **If you are not an AGR soldier, or calling about an AGR soldier, we cannot reroute your call.**

Commercial (314) 592-1234
Toll-free 1 (800) 325-4118
DSN 892-1234

To e-mail individuals, use the following format:
firstname.lastname@arpstl.army.mil

HEADQUARTERS (ARPC-AR)

5152 COL Gallagher, Barry B. Director
5152 LTC Nixon, Norma Deputy director
5152 SGM Knepper, Monte Dir SGM
5152 Brandt, Donna Admin officer
5152 Barnes, Sheri Dir secretary

ENLISTED MANAGEMENT DIVISION (ARPC-ARE)

5101 LTC Spielvogel, Kenneth Division chief
5114 Williams, Margaret GO Corr/VIP/
Congressionals and EFMP
5101 SGT Tolbert, Delena Admin NCO

Operations

5115 vacant Ops NCOIC
5115 SFC Burkey, David Operations NCO

Personnel Management Branch

5102 SGM Bell, Traci Branch Chief
5121 Slantz, Jean Enlisted
Promotions Spc

Combat Arms, Combat Support,

Combat Service Support Team

5120 MSG David, Brenda Team chief
5121 SFC Donovan, Timothy 11B/C/H/Z,
12B/C/Z, 13B/F/Z, 19D//K/Z,
25V/Z, 35E/J/W, 45E/K,
52D/X, 55B, 63J, 67U/Z,
68X, 88Z, 92R, 93P
5122 SSG Collins, Patrick 62B (A-K),
63B (A-K)
5123 SFC Thomas, Marshall 63D/E/H/J/T/W/Z,
88H/K/L/M/N/P/T/U/X
5124 SSG Bryant, Stephanie 62B (L-Z),
63B (L-Z)
5125 SSG Jimenez, Jorge 92Y (A-G)
5126 SFC Chatman, Alicia 92Y (H-O)
5127 SFC Herron, Linda 92Y (P-Z)
5128 SFC Martinez, Thomas 37F, 38A,
77F/L/W, 92A/G/M
5129 SFC Appia, Jacqueline 31C/F/L/P/
R/U/W/Z, 51H/M/T/Z,
52E/G, 54B, 62N, 81L,
82D, 95B/C/D, 96B/D/H,
97B/E/L, 98C/G/H/Z

Career Management Field 71 Team

5130 MSG Johnson, Karen Team chief
5131 SFC Santiago, Hector 75H (SFC/MSG
A-K)
5132 SFC Clay, Dana 75H (SFC/MSG
L-Z)
5133 SFC Baker, Michell 71G, 91A/B/C/
E/J/S/W/X
5134 SFC Damiano, Joseph 71L
5135 SSG Ryan, Robert 75F, 75H
(SGT/SSG)
5136 SFC Richardson, Carla 75B
5137 SFC OrtizGuzman, Angel 46Q/R/Z,

71D/M, 73C/D/Z,
74B/C/G/Z

Career Management Field 79 Team

5140 SFC Gwynn, Alonda Team chief
79R (2nd Brigade)
5141 SSG Torres, Jose 79R (1st Brigade)
5148 SFC Washington, Clyde 79V (Retention
and Transition NCO)
5143 SFC Box, David 79R (3rd Bde)
5145 SSG Tomlinson, Tony 79R (5th Bde)
5146 SSG Conway, George 79R (6th Brigade)
5142 SFC Moran, Sandra 79R
(Accessions)
5147 SFC Fierro, Gabriel 79R
(Accessions/
Detailed Recruiters)
USAREC liaison
5149 MSG Fitts, James

Accessions Team

5111 Vitale, Jean Team chief
5112 Ashford, Cheryl Accessions tech
5112 Roberts, Angel Accessions tech
5112 Boyce, Troynell Accessions tech
5112 Poe, Pier Accessions tech
5112 Sendejas, Rick Accessions tech
5103 SFC Humphries, Charles Marketing NCO

Military Personnel Branch (ARPC-ARE-M)

5106 MAJ Kunzi, Jennifer MPB Chief
5110 MSG Suellau, Michael Asst MPB Chief
5159 SFC Tillman, Burnadette Special Actions
NCO

Personnel Records Branch (ARPC-ARE-MR)

5104 SFC Wade, Jennifer NCOIC

Enlisted Records

5107 SSG Pettigrew, Jeff Team leader
5108 SSG Rivera, Javier Team leader
5109 SSG Rodriguez-Guzman,
Maritza Team leader

Special Actions Branch (ARPC-ARE-S)

5116 Bredensteiner, Charlotte Branch chief
5105 Lawrence, Delgenia Team leader
5105 Manzotti, Veronica Compassionates/
Relieved recruiters
5105 SSG Daily, Donald Flags/Local bars
5105 Bossard, Julie TDRL/Medical
5105 Upchurch, Chris QMP/VERP

OFFICER MANAGEMENT DIVISION (ARPC-ARO)

5171 LTC Knight, Betty Division chief
5171 MAJ Caswell, Linda Ops officer
5171 SFC Joers, Alfred Ops sergeant
5171 Ferguson, Vicki Ops
5182 CPT Goode, Elizabeth Future
readiness off

Officer Accessions Team

5173 Comley, Pat Officer
accessions
5173 Massander, Connie Officer
accessions

Officer Management Team

5185 MAJ Rowe, Robert Team chief
5183 CPT Dederer, Richard 88, 90, 91
5179 MAJ Johnson, Linda 92
5170 Wilson, Hallie Mil pers tech
5180 MAJ Dekle, Michael MS, 70
series
5177 MAJ Moore, Linda 46A, 55, 56,
66
5169 Laswell, Celeste Mil pers tech
5178 MAJ Luettgen, Susan 41, 42, 43
5174 Peterson, Crystal Mil pers tech
5181 CPT Lyles, David 18, 31, 38, 39,
50, 74
5184 MAJ Lynch, Mark 01, 11, 12, 13,

5188 vacant Overseas
5176 MAJ Rogers, Billy 21, 35
5189 Dobkin, Loretta Mil pers tech

Warrant Officer Section

5187 CW5 Schey, John Section Chief/
91XX, 15XX,
all CW5s
5186 CW4 Moore, Arcelia WO1-CW4

Records Team

5175 SFC Brockman, Curtis Team chief
5175 SGT Cora, Wanika Records NCO
5175 SGT Nalewajk, Michelle Records NCO
5175 SGT Smith, Zerita Records NCO
5175 SGT Swartout, Brian Records NCO
5175 Smith, Claudia Mil pers tech

Special Actions Branch (ARPC-ARO-S)

5172 Nahlen, Sharon Branch chief
5172 McNeill, Jeffrey DAADBs
5172 Kinslow, Janet Flags/Medical
compassionates/EFMP

DISTRIBUTION DIVISION (ARPC-ART)

5190 LTC Lawrence, James Chief
5191 Brown, Angela Trng coord
5197 Stumpf, James Chief
USAREC, other commands

5194 SSG Camacho, Lillian 70th RSC,
88th RSC, 91st Div, 96th RSC,
244th Avn Grp, 416th Eng Cmd, AMC, FORSCOM

5196 SFC Rodriguez, Samuel 7th ARCOM,
65th ARCOM, 84th Div, 98th Div, 104th Div,
ASOC, OCAR/DA/NCR
8th Army, 9th RSC, HQ EUUCOM,
HQ USAREUR, NCO Academy Dix/Lewis/McCoy,
SOCOM, SPOC

5195 SFC Miller, Cloud 9th TSC,
19th TAACOM, 78th Div, 80th Div,
89th RSC, 99th RSC,
108th Div, 310th TAACOM, TRADOC
5158 Morrow, Sandra 3d MEDCOM,
75th Div,
77th RSC, 85th Div, 94th RSC,
100th Div, 311th COSCOM,
335th Sig Cmd

5198 SFC Lipscomb, Libby 63rd RSC,
90th RSC, 95th Div,
ACOM, AR-PERSCOM, REDCOM,
USAG/McCoy, ARRTC, 377th TAACOM
5199 SFC Sanders, Carlos 81st RSC,
87th Div, 143rd Trans,
412th Eng Cmd, JointHQ(CINCS),
NAAD/RTS MED, USAG/Dix, USARC

Information Management Branch

5193 MSG Kitchen, Eric Branch chief

Senior AGR Management Office (ARPC-ARS)

5155/56 Gruver, Lillian Mil pers tech

COMBINED FUNCTIONAL AREA DIVISION

(ARPC-ARF) Toll-free 1 (800) 325-4972
0608 MAJ Espallat, Francisco Division chief
0608 MAJ Harris, Greg 24, 44, 45, 49,
51, 53
0608 MAJ Heard, Caryn 24, 51, 53, 57
0608 MAJ Mfum, Steve 51
0608 MAJ Teague, Chris 30, 34, 49, 59
0608 Rippee, Thomas Admin/
Accessions
0608 Schenk, Diana Cert/Boards
0608 Shea, Kathleen Trng/Tours



Photo by Sgt. 1st Class Frank Ulery

AR-PERSCOM Command Sgt. Maj. Ray Hemingway accepts the flag from incoming commander Col. Elton C. Bruce as Hemingway's first act of loyalty to the new leader. The outgoing commander, Col. W. Bruce Pittman, stands at left. Lt. Gen. Thomas J. Plewes, the chief of the Army Reserve, stands directly behind the flag.

Bruce assumes command

by Andrea Wales

Outgoing AR-PERSCOM commander Col. W. Bruce Pittman passed the flag to Col. Elton C. Bruce in a change-of-command ceremony March 18 at 10 a.m. in the organization's Great Halls.

The incoming commander came to the U.S. Army Reserve Personnel Command from his position as the deputy chief of staff for personnel, or DCSPER, for the U.S. Army Reserve Command, or USARC.

Pittman was the head of an organization that serves 143,000 Individual Ready Reserve, or IRR, soldiers; 700,000 retirees; and over 25 million veterans. During the ceremony, he was awarded the Legion of Merit for his service here from 1993 to 2002, including his part in bringing the organization from a manual records-based system to a 24-hour web-based system. Upon his retirement, Pittman, who led AR-PERSCOM for about 14 months, will

be staying in the area in support of his wife, Sallie, who is a local teacher.

"Col. Bruce Pittman's tenure of command and service to our nation has been one of achievement, of honor and of outstanding commitment to excellence – and outstanding commitment to the soldiers of the Army Reserve and to the men and women — soldiers and civilians — of AR-PERSCOM," said Lt. Gen. Thomas J. Plewes, the chief of the Army Reserve. "He's been balancing issues of installation security and force protection while ensuring the smooth flow of personnel actions for mobilizing Army Reservists."

Pittman addressed the work force, crediting them for the strides AR-PERSCOM has made:

"You implemented seven major initiatives, including our most important, 2xCitizen (web site) and My2xCitizen (personal web portal), which has put us well on our way to fulfilling our vision of



Photos by Sgt. 1st Class Frank Ulery
 Outgoing commander Col. W. Bruce Pittman, commander of troops deputy commander Col. Mary Westmoreland and Lt. Gen. Thomas J. Plewes, the chief of the Army Reserve, start the review of the troops during the change of command March 18.



The chief of the Army Reserve, Lt. Gen. Thomas J. Plewes, and outgoing commander Col. W. Bruce Pittman return the salute of the commander of troops prior to trooping the line.



Col. Bruce Pittman hands flag to Lt. Gen. Thomas Plewes.



Col. Elton C. Bruce, AR-PERSCOM's incoming commander, addresses the work force.



Lincolnland Brass, a part of the MidAmerica Band out of Scott Air Force Base, Ill., performs at the change of command.

'precision military human-resource management @ the speed of electrons.' ”

Pittman said he was finishing his Army career “with the best assignment anyone could have.”

The incoming commander is no stranger to the strengths and weaknesses of the U.S. Army Reserve Personnel Command. Bruce was once stationed at the Army Reserve Personnel Center, or ARPERCEN — AR-PERSCOM’s predecessor. He held positions as the deputy division chief of the Retirements Activities Division under ARPERCEN’s Soldier and Family Support Directorate and as the chief of the Soldier Support Division, also under SFS. SFS and the Veterans Service Directorate merged to become what is now the Personnel Actions and Services Directorate, or PASD.

Bruce has “just the right background for this assignment,” Plewes said. “I know you will command well here and do what is right – not only for the men and women of AR-PERSCOM but for

the much larger population that this organization supports.”

Plewes said that it takes someone who is a proven commander, soldier and “master juggler” to lead AR-PERSCOM. The organization expects it, and that’s what it’s getting with Bruce.

Being to chosen to lead AR-PERSCOM through the Army redesign process is an honor, Bruce said, and Pittman put the command “on the right azimuth.”

“I will follow his lead by establishing the lanes and boundaries we will travel to reach our final destiny,” Bruce said. “The road ahead is filled with challenges; as a team, we can navigate the obstacles. To those ... who are hesitant about the road ahead, be assured that I will earn your trust and confidence.

“I am proud to accept this leadership role and will execute the associated duties with care and prudence,” Bruce said. “We will reach our destiny together – as one organization, as one family, with no one left behind.”



Soldiers representing the military element of the command stand at ease during the change-of-command ceremony in AR-PERSCOM's Great Halls March 18.



The chief of the Army Reserve, Lt. Gen. Thomas J. Plewes, pins the Legion of Merit on outgoing AR-PERSCOM commander Col. W. Bruce Pittman for his service.

'Thanks for a job well done'

Pittman lists work-force accomplishments

Outgoing AR-PERSCOM commander Col. W. Bruce Pittman thanked the work force for the many accomplishments they had achieved during his tenure, including the following:

- ▣ Implementing seven major initiatives including AR-PERSCOM's most important – 2xCitizen web site and My2xCitizen personal portal, which has put AR-PERSCOM well on its way to fulfilling its vision of “precision military human-resource management @ the speed of electrons.”

- ▣ Increasing IRR/IMA re-enlistments from 7 to 23 percent.

- ▣ Helping the chief of the Army Reserve meet his end-strength objective by directly assigning soldiers or assisting the people of the Retention and Transition Division, or RTD, under the Office of the Chief, Army Reserve, in their mission accomplishment.

- ▣ Attaining the AGR end-strength by accessing over 1,000 soldiers into the program.

- ▣ Increasing the percentage of the 25,000

calls coming into the Customer Service Call Center that are fielded from 25 percent to 81 percent and increasing the number of calls handled to completion from 56 percent to 66 percent.

- ▣ Mobilizing over 1,700 soldiers for current operations of Noble Eagle and Enduring Freedom.

- ▣ Converting about 700,000 records in the Personnel Electronic Records Management System, or PERMS, from Write Once Read Many, or WORM, media to magnetic media using Redundant Array of Independent Disks, or RAID, storage — laying a data foundation that will allow the development of future web-based personnel information systems.

- ▣ Processing 270,000 evaluation actions.

- ▣ Issuing 301,000 commissary cards.

- ▣ Generating 290,000 retirement-point calculations.

- ▣ Producing 135,000 orders for training.

- ▣ Executing over \$1 billion in five separate Department of Defense appropriations.

- ▣ Serving over 13,000 veterans.



AR-PERSCOM's outgoing commander, Col. W. Bruce Pittman, welcomed Individual Ready Reserve, or IRR, representatives from all the services' Reserve Components.

Pittman said it was imperative that the services share their knowledge to keep up with the changes in technology and customer needs. On behalf of the U.S. Army Reserve Personnel Command, he said he is honored to host the IRR conference.



"Any time all the HR experts from the Department of Defense's Reserve Components meet and exchange information as well as problem solve together, the result is better processes and benefits to the soldiers, sailors, Marines and Air Force personnel. It's a win — funding well spent on a conference."

Col. Mary Westmoreland
Deputy commander
U.S. Army Reserve
Personnel Command



"The conference is a great way to hear and appreciate innovative ideas in many of the issue areas."

Dr. John D. Winkler
Deputy assistant secretary
of defense for reserve affairs
(manpower and personnel)

Winkler serves as the principal staff assistant and adviser to the assistant secretary of defense for reserve affairs for all National Guard and Reserve manpower, personnel and compensation policies.

IRR conference hits the mark:

by 1st Lt. E. Carter Palmer
Plans Directorate

The 2002 Individual Ready Reserve, or IRR, conference took place at the Millennium hotel in St Louis Feb. 25 to 27.

The event was hosted by the Army Reserve Personnel Command and was sponsored by Office of the Assistant Secretary of Defense, or OASD. This year's conference was one of the largest, with over 100 guests, including representatives from the Army, Navy, Air Force, Marines and Coast Guard Reserve.

The IRR conference began Feb. 26. AR-PERSCOM's outgoing commander, Col. W. Bruce Pittman, kicked off the conference by saying a few words of welcome.

Briefings from OASD followed. Topics included IRR-related issues such as:

- ✦ Duty status study,
- ✦ New human-resources strategic plan,
- ✦ Innovative Uses of the RC and
- ✦ Joint Professional Military Education.

In the afternoon, the attendees separating into five different workshops. The workshops covered

- ✦ Personnel Policy Issues,
- ✦ Manpower Management,
- ✦ Individual and Family Support,
- ✦ Mobilization and Readiness,
- ✦ Brainstorming (Innovative Uses of the Reserve Components) and
- ✦ a workshop specially designed for the Personnel Center commanders from each branch.

The workshops had a facilitator initiate discussions dealing with the respective topics. This generated a scholarly approach to finding solutions to the issues discussed.

This year's guest speaker was Dr. John D. Winkler, the deputy assistant secretary of defense for reserve affairs (manpower and personnel). Winkler serves as the principal staff assistant and adviser to the assistant secretary of defense for reserve affairs for all National Guard and Reserve manpower, personnel and compensation policies.

"The conference is a great way to hear and appreciate innovative ideas in many of the issue areas," he said.

On the last day of the conference, each



Col. Eugene G. Payne, the chief of staff for the Marine Corps Reserve Support Command, talked about how the Marine Reserve is currently handling its worldwide commitment.

Payne also discussed how the Marine Corps plans to maintain and manage the IRR population based on mobilization manpower requirements in the future.



Col. Errett "Rett" A. Porter, commander of Headquarters, Air Reserve Personnel Center, discussed how the Air Force Reserve is also making use of the web to give airmen more accessibility to the USAFRPC.

Porter also highlighted how the AFRPC customer service center has improved the Air Force Reserve's ability to provide better customer service.



"The Naval Reserve is exceeding the expectations of the fleet."

Capt. Raymond E. Bellant
Commander
Naval Reserve Personnel Center

Bellant discussed how the Naval Reserve Personnel Center operates and highlighted how IRR members of the Naval Reserve are being used in the current crisis.

Seminars help all services

personnel center commander gave a briefing about their respective center and how their components were dealing with a variety of issues that affect IRR members.

Each commander got a chance to give an overview of their respective personnel center, items of interest regarding the IRR including muster/screening programs, IRR population projections and lastly a chance to show off their newest accomplishments since last year.

AR-PERSCOM deputy commander Col. Mary Westmoreland, gave a demonstration of AR-PERSCOM's web site: <http://www.2xcitizen.army.usar.mil> and AR-PERSCOM's premier web portal My2xCitizen.

That afternoon saw the attendees again

separate into the different workshops to continue the discussions that began the day before.

The 2002 IRR conference concluded with all attendees gathering together to receive an overview of solutions to topics that were raised within the workshops.

Dan Kohner, the IRR conference coordinator from OASD, deemed the conference a success.

"From my perspective, the biggest accomplishment of the conference was (as with past conferences) the dialogue generated and the interface between attendees," he said. "Though many issues were briefed or discussed in the workshops, it is the personal interaction between the attendees, the meeting of the people who are

responsible for various functions, and the points of contact identified for future work, that really makes the conference worthwhile."

Kohner commended the AR-PERSCOM staff for putting on such a fine conference.

"The work done by the AR-PERSCOM staff both in preparing for, and during, the conference was outstanding," Kohner said. "It was instrumental in making the conference a success."

The IRR conferences began in 1985. Last year's conference was held in Denver and was sponsored by the Air Force Reserve Personnel Center.

Next year's conference will be sponsored by the Marine Corps Reserve Personnel Center and will be held in Kansas City, Mo.

Helmly confirmed as new Army Reserve chief

by Lt. Col. Randy Pullen

The U.S. Senate confirmed March 21 Army Reserve Maj. Gen. James R. Helmly for promotion to lieutenant general and appointment as the next chief of the Army Reserve.

Helmly will succeed Lt. Gen. Thomas J. Plewes, who has been chief of the Army Reserve since May 25, 1998. The CAR is also the commanding general of the U.S. Army Reserve Command, or USARC, headquartered at Fort McPherson, Ga.

Helmly's assumption of duties as Chief, Army Reserve, and assumption of command as commanding general of USARC are scheduled to take place in May.

Helmly's nomination by President George W. Bush was announced by Secretary of Defense Donald Rumsfeld March 8.

The Chief, Army Reserve, is the principal advisor to the Army Chief of Staff on all Army Reserve matters. The commanding general of USARC commands all Army Reserve units in the continental United States and Puerto Rico, less Army Reserve special operations units.

Helmly is currently assigned as the commanding general of the 78th Division (Training Support), headquartered in Edison, New Jersey. He has more than 36 years of active and Army Reserve service, to include two tours in Vietnam with the 101st Airborne Division and command of an infantry company in Panama.

Helmly, a native of Savannah, Ga., entered the Army as an enlisted soldier in 1966. He received his commission from Officers Candidate School in 1967.

He served as the Deputy Chief, Army Reserve, Washington, DC, from June 1995 to June 1999. From June 1999 to August 1999,



Maj. Gen. James R. Helmly has been confirmed by the Senate for promotion and appointment as the chief of the Army Reserve. He succeeds Lt. Gen. Thomas J. Plewes, under whose command the Army Reserve became a three-star command.

he served as the commander of the joint task force conducting Operation Provide Refuge at Fort Dix, N.J.

Until taking command of the 78th Division in May 2001, he was the military assistant for manpower and reserve affairs (Individual Mobilization Augmentee), Office of the Assistant Secretary of the Army, Washington, D.C., from October 1999 to May 2001.

In his civilian occupation, he is the assistant deputy chief of staff for operations at the Total Army Personnel Command, Alexandria, Va.

Lt. Col. Randy Pullen works for the Public Affairs and Liaison Directorate under the Office of the Chief, Army Reserve.

CCQAS helps health PMOs do their jobs

by Robert Connors

HSPMD Quality Management's 15 employees are now among the first to use one of the Military Health System's first pure web-based systems on a regular basis.

Centralized Credentialing Quality Assurance System, or CCQAS Version 2.6, is a tri-service program that will be deployed worldwide in the near future. It was tested here from Oct. 29 to Nov. 2, 2001.

AR-PERSCOM's Health Services Personnel Management Directorate was the fourth CCQAS 2.6 operational test site, and followed successful tests at the National Naval Dental Center in Bethesda, Md.; the 1st Medical Group Clinic at Langley Air Force Base, Va., and the Kenner Army

Health Clinic at Fort Lee, Va. AR-PERSCOM serves to ensure trained and ready soldiers to meet select reserve and mobilization requirements, and to provide accurate and reliable information in a technologically advanced and rapid manner.

This new version of CCQAS (pronounced "SEE SEE quass") provides credentials, adverse actions and risk-management capabilities. Employing state-of-the-art web technologies (such as Microsoft Active Server Pages, Visual BasicScript, JavaScript, and SQL-7), users access a single repository at Defense Information Systems Agency, or DISA, of Montgomery, Ala., using only a web browser, either Microsoft Internet Explorer 5.5 or 6.0.

Access is permitted using the MILNET or through a commercial Internet service provider, or ISP. The application is highly reliable, available and secure. It operates under an Interim Authority to Operate, or IATO, from both the DISA and MHS Defense IT Systems Accreditation Program, and is C-2 security-certified. The Air Force Communications Agency has also issued a Certificate of Networthiness IATO.

Users were most pleased with the additional functionality provided in CCQAS 2.6; the ability to enter data from the paper credentials record in any order; and the powerful ad-hoc report generation, which will significantly help credentials data entry personnel improve record data quality.

NEWS NOTES

AR-PERSCOM's Best of the Best

LOAN RELIEF

Reservists can put off payments if called to active duty

President George Bush recently signed into law student-loan relief for reservists who are mobilized in the war on terrorism. Under the new law, the education secretary can grant waivers relieving reservists and National Guardsmen from making federal student loan payments while on active duty. Victims and families of those affected by the events of Sept. 11 are also eligible for extensions to repayment terms and deadlines.

CCO

Step right up to the PC

The Customer Contact Office at AR-PERSCOM now offers customers access to a personal computer to either sign onto My2xCitizen or view their records using their Army Knowledge Online, or AKO, access code.

If customers do not have an AKO, they can use these computers to establish an account. This is the latest in a series of customer-service initiatives designed to improve customer satisfaction through self-service and thereby "immediate" access to their information. Questions should be directed to the Customer Service Team at 1(800) 318-5298.

"The Customer Contact Office's customer service team representatives always go the extra mile to accommodate walk-in customers," CCO chief Linda Harris said, "and the ability to direct customers to the portal has greatly increased our ability to provide a more complete and thorough accessibility to the customer's records."

When customers make the extra effort to physically acquire their records, they usually do so after a lot of frustration, she said. It is not uncommon for customers who live on either coast to plan their vacations so that they can stop through St. Louis and pick up a copy of the DD 214 or a copy of their re-enlistment contract.

"Now, while continuing to serve the customers, we can direct them to the web and the My2xCitizen portal and offer them some hands-on instruction," Harris said. "Customers will be allowed to print two or three documents for immediate use but will leave with the newfound ability to access their entire record on a 24-hour basis."

ERRATUM

Giving credit where credit is due

After years of presidential reading, Maj. Mark Quartullo wrote "Presidents Day reminds Americans that great leaders are human, too" for the March Hub. Having written from memory, Quartullo later checked his facts with *Presidential Facts* by Lu Ann Paletta and Fred Worth.



Photo by Kurt Knaus

"I have found that one needs to be open-minded when confronted with new ideas and procedures. The old way is not necessarily always the best way. Also, don't compromise your self-respect and work ethics: Stand up for what you believe or know to be right."

Nancy Knaus
Plans Directorate
Civilian Employee of the Year 2001



"I'm never afraid to admit when I am wrong and apologize for my behavior or failure to do something. I believe in developing the employees on my team so they are able to do their best in their jobs as well as in the ones that follow."

Andrea Foster
Personnel Actions and Services Directorate
Civilian Supervisor of the Year 2001



"I like to reflect from time to time why I serve in the armed forces and just how important our freedoms are. I am proud to serve our great nation."

Capt. David J. Schwarz
Officers Personnel Management Directorate
Junior Officer of the Year 2001



"I try to live my life by doing unto others as I would have them do unto me. Often we forget or don't care how others feel, but if you do the right thing you can almost bet that everything else will fall into place."

Maj. Linda Johnson
Full Time Support Management Directorate
Senior Officer of the Year 2001

‘MWR is for all of your life’

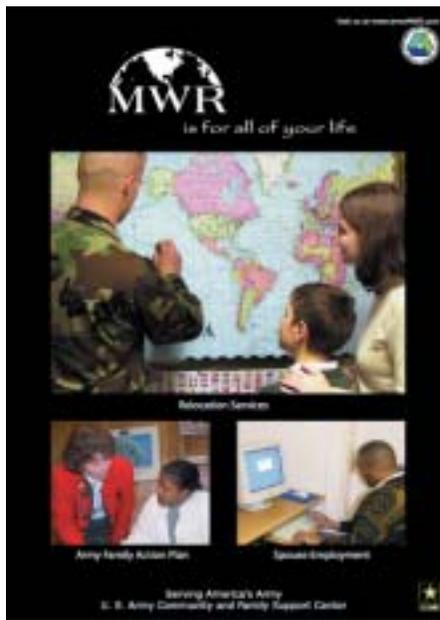
The Army’s Community and Family Support Center, or CFSC, Marketing Office has added an awareness campaign on the three of the Army’s family well-being programs to its series of promotional pieces on Morale, Welfare and Recreation, or MWR, programs.

The Army’s Relocation Assistance Program, the Army Family Action Plan and the Employment Readiness service are highlighted in the sixth poster in the series.

Each bimonthly promotional piece features three separate and distinct MWR programs under the heading, “MWR is for all of your life.”

Past advertisements have featured the World Class Athlete Program, Army Entertainment, Child Development Services, Armed Forces Recreation Centers, Theme Restaurants, Army Community Service, Fitness Centers, Information, Ticketing and Reservation, Automotive Skills, Outdoor Recreation, Golf and Libraries. The current ad, the sixth in the series, features Relocation Services, Army Family Action Plan and Spouse Employment.

RAP has been an integral part of Army Community Service, or ACS, since 1965. It began with a few services designed to assist Army families as they moved around the world. One of the first services was the Lending Closet, which provided for the temporary loan of basic household equipment for families to use until their own furnishings arrived. Now RAP has expanded to



include newcomer orientations, pre-departure counseling, automated destination information through the SITES program, and many other services.

AFAP is input from the people of the Army-to-Army leadership. It’s a program that lets soldiers and families say what’s working, and what isn’t — AND what they think will fix it. It alerts commanders and Army leaders to areas of concern that need their attention, and it gives them the opportunity to quickly put plans into place to work toward resolving the issues. AFAP gives commanders a gauge to validate concerns and measure satisfaction; enhances

Army’s corporate image; helps retain the best and brightest; results in legislation, policies, programs and services that strengthen readiness and retention; and safeguards well-being.

The mobile Army lifestyle can restrict an Army spouse’s opportunities for employment and career advancement. The Employment Readiness service is designed to help spouses find and secure employment. The Employment Readiness teaches effective job-hunting skills and providing employment skills-building training.

The Employment Readiness also provides self-assessment tools that are needed by junior enlisted spouses, spouses new to the military, and spouses who lack employment experience. The Employment Readiness supports the Army philosophy of creating self-reliant and self-sufficient families by providing employment and career-related services to Army families. It does so by empowering clients to manage their work lives in a way that is personally satisfying and consistent with their financial needs despite the obstacles posed by mobility. As a result, the Employment Readiness perspective is long-term and career-oriented.

MWR encompasses a variety of programs and services that enhance the well-being of the soldier, family member, retiree and civilian. CFSC’s promotional efforts feature all of those programs, attesting to its slogan that “MWR is for all of your life.”

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